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User's Guide

AT&T SB67040 Cordless Accessory Handset

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PREFACE

This User's Guide provides a complete set of instructions to guide you through operation of your SB67040 Cordless Accessory Handset.

Before using this AT&T product, please read *"Important Safety Instructions" on page 94*. Please thoroughly read this user's guide for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product.

NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

- *"Topic Navigation" on page 7*
- *"Text Conventions" on page 8*
- *"Procedure Format" on page 9*
- *"Additional Documentation" on page 10*

Topic Navigation

Your SB67040 Cordless Accessory Handset User's Guide allows easy navigation between topics and the ability to return to your original topic. Figure 1 illustrates the navigation conventions for this user's guide.

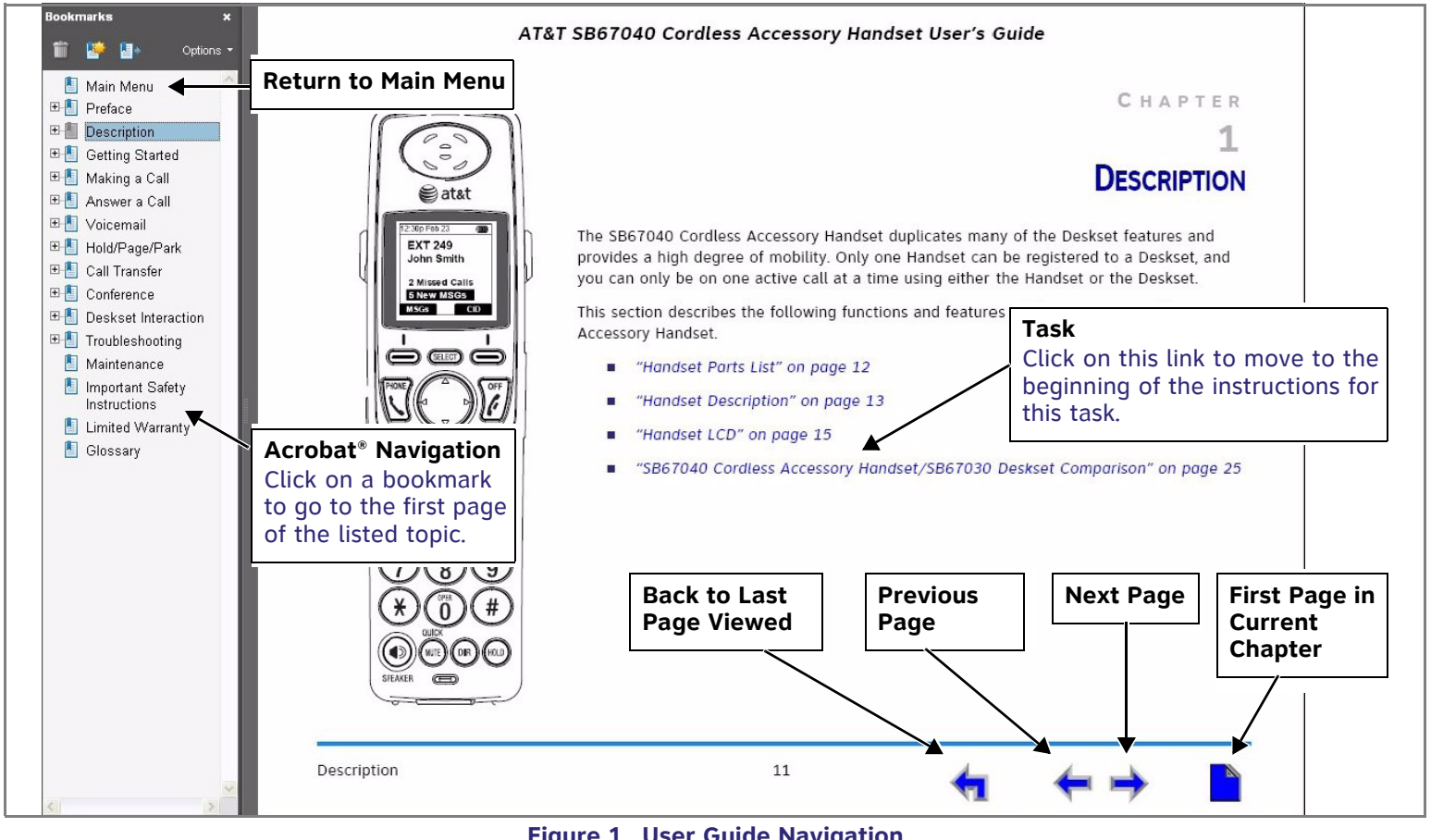

Bookmarks
Options
Main Menu
Preface
Description
Getting Started
Making a Call
Answer a Call
Voicemail
Hold/Page/Park
Call Transfer
Conference
Deskset Interaction
Troubleshooting
Maintenance
Important Safety Instructions
Limited Warranty
Glossary
Return to Main Menu
Acrobat® Navigation
Click on a bookmark to go to the first page of the listed topic.
AT&T SB67040 Cordless Accessory Handset User's Guide
CHAPTER
1
DESCRIPTION
The SB67040 Cordless Accessory Handset duplicates many of the Deskset features and provides a high degree of mobility. Only one Handset can be registered to a Deskset, and you can only be on one active call at a time using either the Handset or the Deskset.
This section describes the following functions and features Accessory Handset.
"Handset Parts List" on page 12
"Handset Description" on page 13
"Handset LCD" on page 15
"SB67040 Cordless Accessory Handset/SB67030 Deskset Comparison" on page 25
Task
Click on this link to move to the beginning of the instructions for this task.
Back to Last Page Viewed
Previous Page
Next Page
First Page in Current Chapter
Description
11

Figure 1. User Guide Navigation

Text Conventions

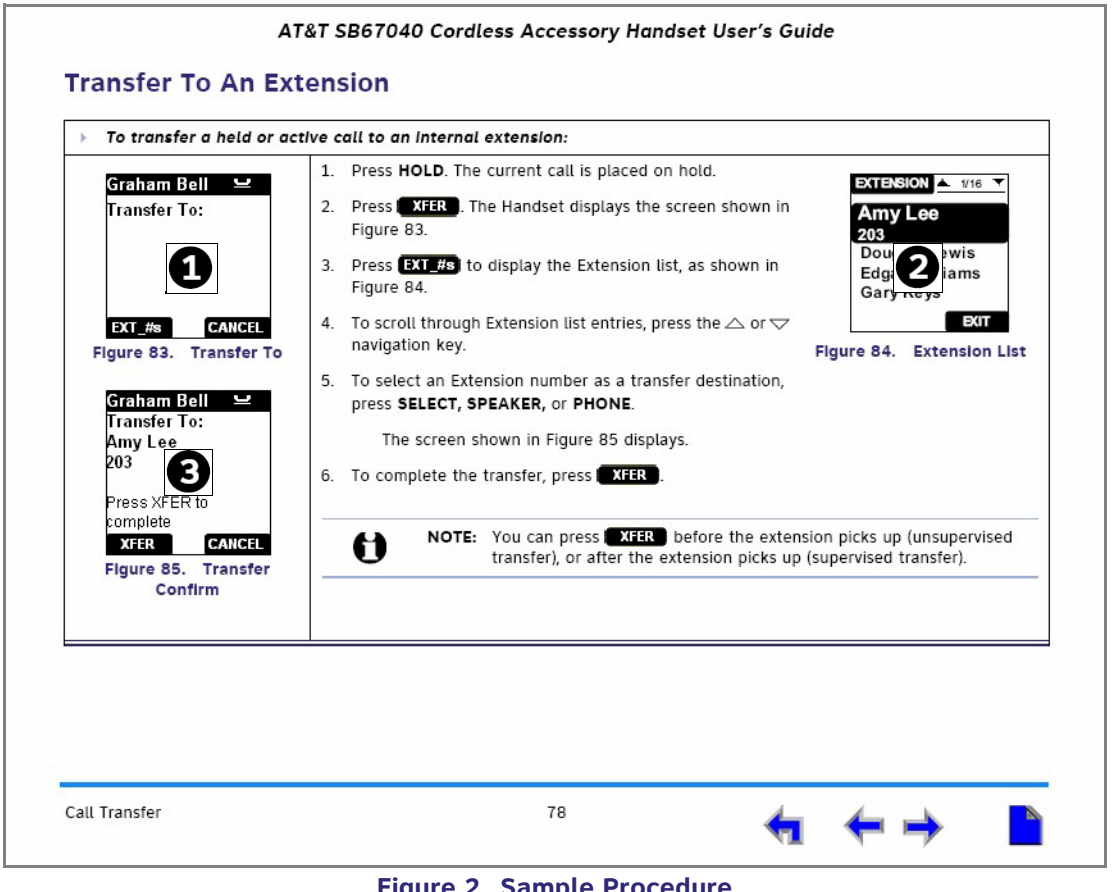
Table 1 lists text formats used in this guide.

Table 1. Description of Text Formats

Text Format	Description
Screen	Identifies text that appears on the screen in a menu or prompt.
HARD KEY or **DIAL PAD KEY**	Identifies a hard key, including the dial pad keys.
ANSWER	Identifies a soft key.
"Topic Navigation" on page 7	Identifies a hyperlink to a task.
NOTE: Notes give more information, usually in a procedure.	Example of a Note.
CAUTION: *A caution means that loss of data or unintended circumstances may result.*	Example of a Caution.
WARNING: *A warning means that the equipment may be damaged or made inoperative.*	Example of a Warning.

Procedure Format

The procedures in this guide are each contained on a single page, unless otherwise noted. Each page contains the topic heading and a procedure, as shown in Figure 2. The screen images appear in clockwise order as indicated by the numbers in Figure 2.



AT&T SB67040 Cordless Accessory Handset User's Guide

Transfer To An Extension

To transfer a held or active call to an internal extension:

1. Press **HOLD**. The current call is placed on hold.
2. Press **XFER**. The Handset displays the screen shown in Figure 83.
3. Press **EXT_#s** to display the Extension list, as shown in Figure 84.
4. To scroll through Extension list entries, press the △ or ▽ navigation key.
5. To select an Extension number as a transfer destination, press **SELECT, SPEAKER,** or **PHONE**.

   The screen shown in Figure 85 displays.
6. To complete the transfer, press **XFER**.

NOTE: You can press **XFER** before the extension picks up (unsupervised transfer), or after the extension picks up (supervised transfer).

Figure 83. Transfer To

Figure 84. Extension List

Figure 85. Transfer Confirm

Figure 2. Sample Procedure

Deskset/Handset Menu Navigation

Use your AT&T SB67030 Deskset to register your Cordless Handset. To access items in the Deskset and Handset menus, you can either use the navigation key to highlight the function and press **SELECT** or press a numeric key on the dial pad. The procedures in this guide use the numeric keypad entry as the preferred method for selecting a function.

Additional Documentation

In addition to this guide, this CD contains the following documents:

- AT&T SB67010 Gateway, SB67030 Deskset System Administrator's Guide
- AT&T SB67030 Deskset User's Guide
- AT&T TL7600 Cordless Headset User's Guide.

CHAPTER

1

DESCRIPTION

The SB67040 Cordless Accessory Handset duplicates many of the Deskset features and provides a high degree of mobility. Only one Handset can be registered to a Deskset, and you can only be on one active call at a time using either the Handset or the Deskset.

This section describes the following functions and features of the SB67040 Cordless Accessory Handset.

- *"Handset Parts List" on page 12*
- *"Handset Description" on page 13*
- *"Handset LCD" on page 15*
- *"SB67040 Cordless Accessory Handset/SB67030 Deskset Comparison" on page 25*

Handset Parts List

Figure 3 illustrates the Handset parts list.

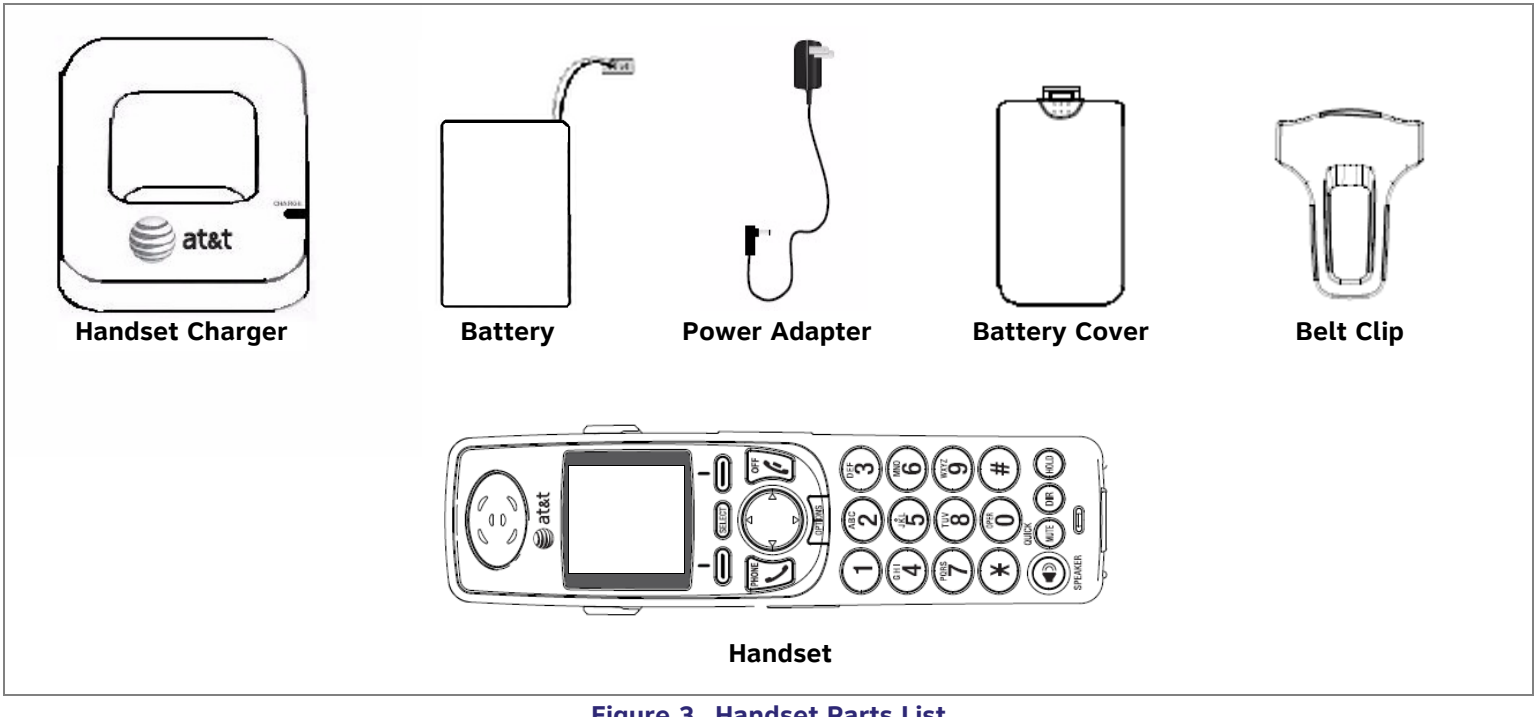


Figure 3. Handset Parts List

Handset Description

Figure 4 and Figure 5 illustrate and describe the keys and the corded headset jack.

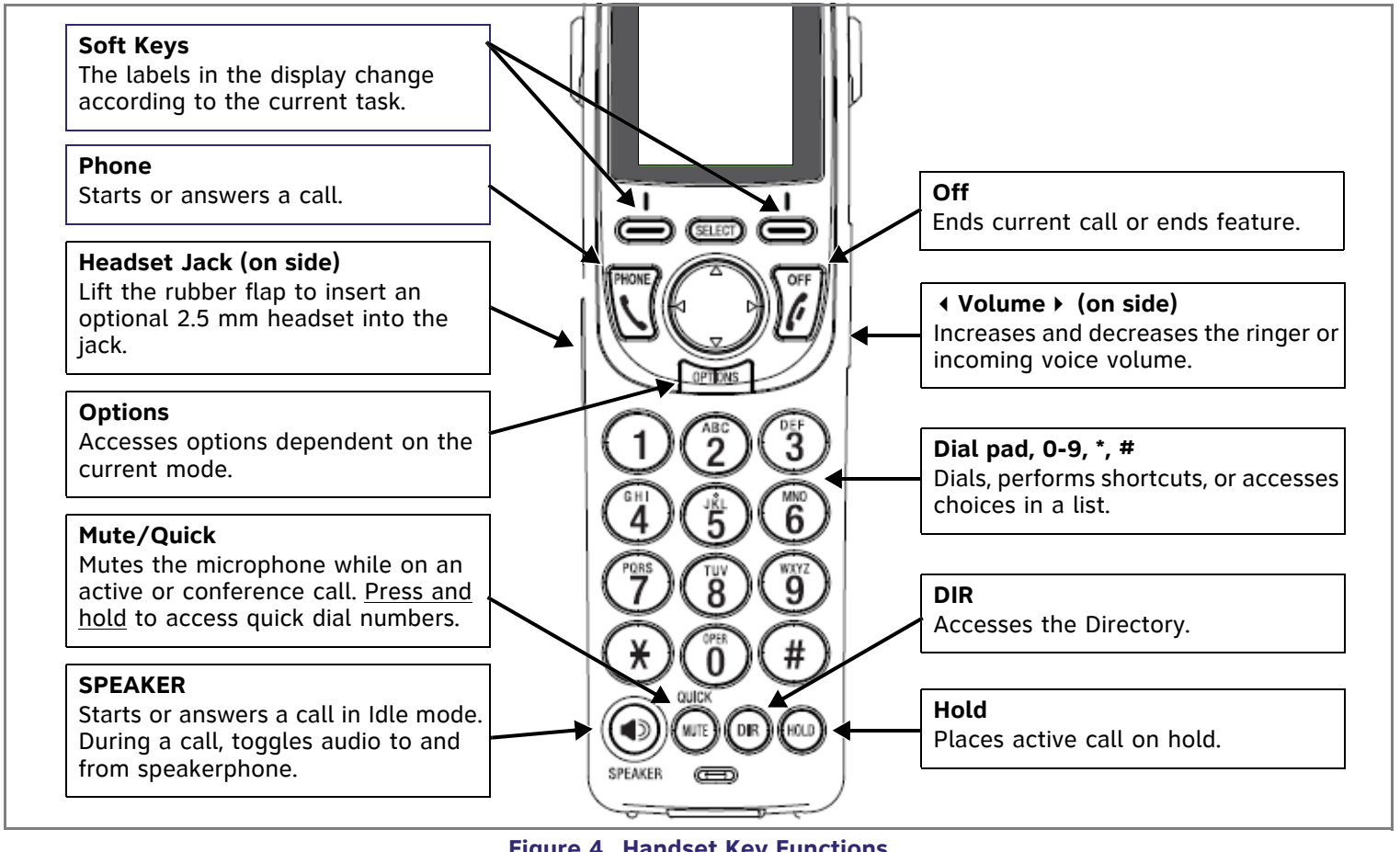

Soft Keys
The labels in the display change according to the current task.
Phone
Starts or answers a call.
Headset Jack (on side)
Lift the rubber flap to insert an optional 2.5 mm headset into the jack.
Options
Accesses options dependent on the current mode.
Mute/Quick
Mutes the microphone while on an active or conference call. Press and hold to access quick dial numbers.
SPEAKER
Starts or answers a call in Idle mode. During a call, toggles audio to and from speakerphone.
Off
Ends current call or ends feature.
◂ Volume ▸ (on side)
Increases and decreases the ringer or incoming voice volume.
Dial pad, 0-9, *, #
Dials, performs shortcuts, or accesses choices in a list.
DIR
Accesses the Directory.
Hold
Places active call on hold.
SELECT
PHONE
OFF
OPTIONS
QUICK
MUTE
DIR
HOLD
SPEAKER

Figure 4. Handset Key Functions

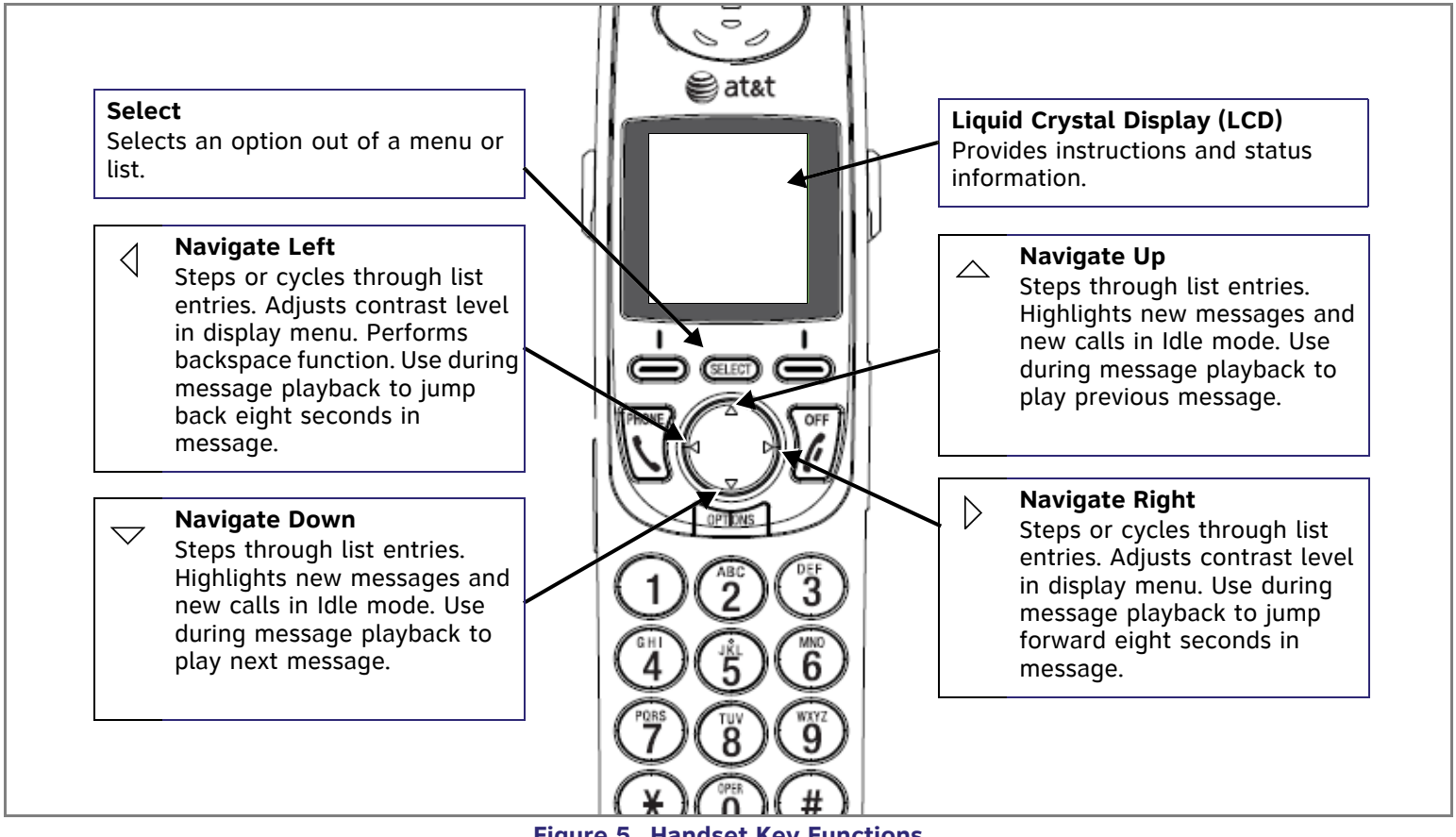

Select
Selects an option out of a menu or list.
Navigate Left
Steps or cycles through list entries. Adjusts contrast level in display menu. Performs backspace function. Use during message playback to jump back eight seconds in message.
Navigate Down
Steps through list entries. Highlights new messages and new calls in Idle mode. Use during message playback to play next message.
Liquid Crystal Display (LCD)
Provides instructions and status information.
Navigate Up
Steps through list entries. Highlights new messages and new calls in Idle mode. Use during message playback to play previous message.
Navigate Right
Steps or cycles through list entries. Adjusts contrast level in display menu. Use during message playback to jump forward eight seconds in message.
at&t
SELECT
PHONE
OFF
OPTIONS
1
2 ABC
3 DEF
4 GHI
5 JKL
6 MNO
7 PQRS
8 TUV
9 WXYZ
* 0 OPER #

Figure 5. Handset Key Functions

Handset LCD

The Idle screen shown in Figure 6 displays when the Handset is on with no active or held calls.

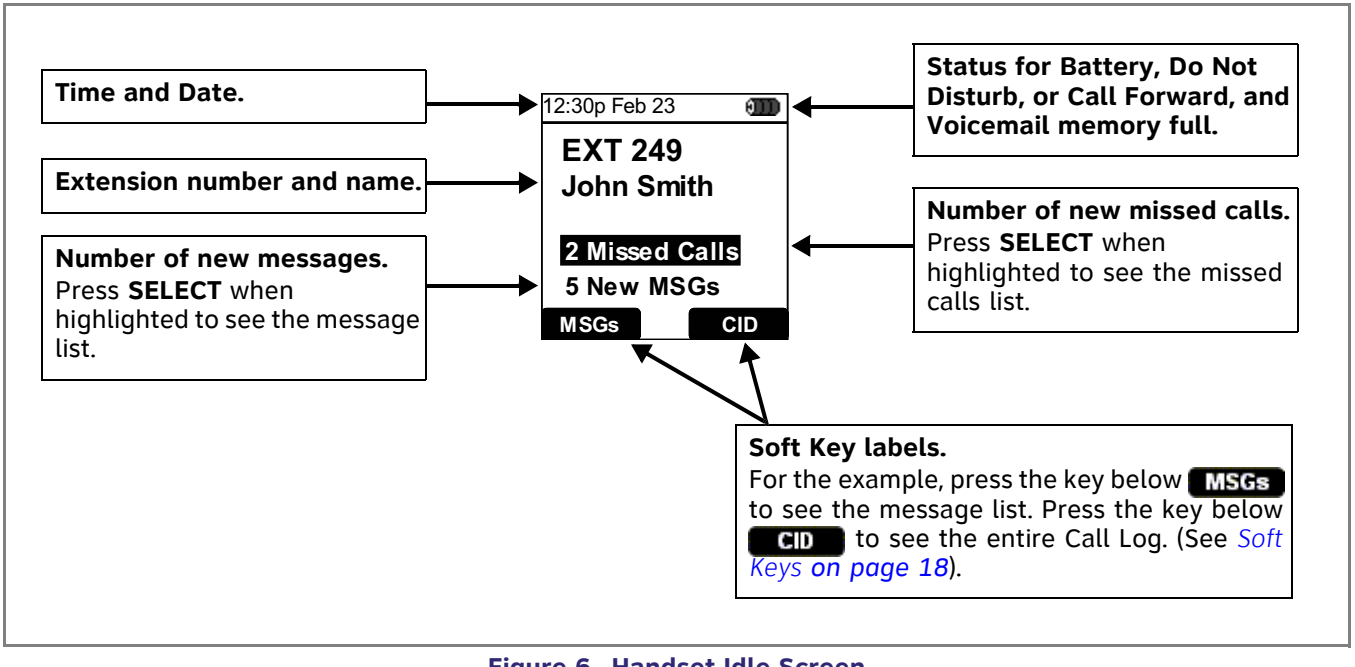
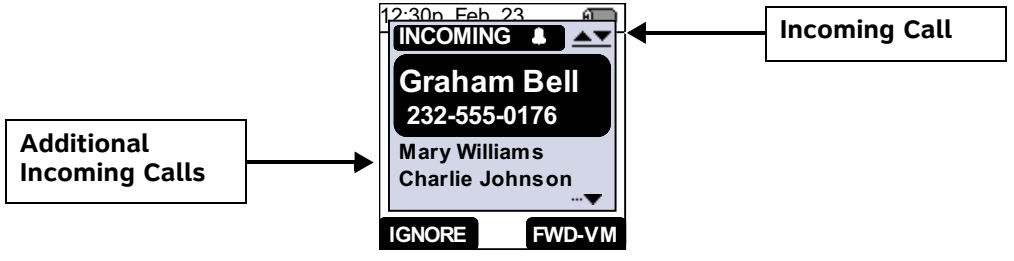

Time and Date.
Extension number and name.
Number of new messages.
Press SELECT when highlighted to see the message list.
12:30p Feb 23
EXT 249
John Smith
2 Missed Calls
5 New MSGs
MSGs
CID
Status for Battery, Do Not Disturb, or Call Forward, and Voicemail memory full.
Number of new missed calls.
Press SELECT when highlighted to see the missed calls list.
Soft Key labels.
For the example, press the key below MSGs to see the message list. Press the key below CID to see the entire Call Log. (See Soft Keys on page 18).

Figure 6. Handset Idle Screen

LCD Screen Types

The Handset provides several types of screens to assist you, as shown in Table 2.

Table 2. Handset Screen Types

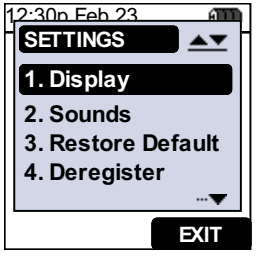
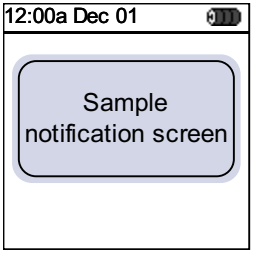
<table>
<tr>
<td colspan="3"> 

Incoming Call Screen</td>
<td>The highlighted entry in the Incoming Call screen displays name (if available) and number. The other entries display name only.</td>
</tr>
<tr>
<td>

List Screen</td>
<td>List screens display a name and phone number for each entry. A Call Log entry also displays the time called. Press the ▲ or ▼ navigation key to cycle through entries. The left and right arrows on either side of the name in Call Log entries indicate that you can press the ◀ or ▶ navigation key to cycle through the dialing options.</td>
<td>

Confirmation Screen</td>
<td>Confirmation screens require that you confirm a choice by pressing YES or NO.</td>
</tr>
</table>

Table 2. Handset Screen Types (Continued)

 **Interaction Screen**	Interaction screens display lists of choices you can make.	 **Notification Screen**	Notification screens alert you that an action has been completed, provide a status update, or give a warning.

Soft Keys

The Handset soft keys provide a variety of functions determined by the current action. If you are forwarding a call, the soft keys displayed are different from those displayed if you are making a call. Table 3 lists the soft keys.

Table 3. Handset Soft Keys

Key	Function
ANSWER	Answer an incoming call and place it in the Handset Call Deck. During an active call, the current call is placed on hold and the new call is answered (see *"Placing and Retrieving a Call on Hold" on page 70*).
BACK	Return to the previous level.
BCKSPC	Backspace the cursor when entering data.
CANCEL	Terminate the current operation.
CID	Access the Call Log.
CONF	Initiate a conference call.
DELETE	Delete a Call Log or Redial entry.
DeReg	Deregister the Handset from the Deskset.
DROP	Drop a selected call during a three-way conference.
EXIT	Exit from the current screen and return to the previous mode.
EXT_#s	Access the Extension list.
FWD-VM	Silence the ringer and forward the incoming call to Voicemail. Return to the previous mode.
IGNORE	Silence the incoming call and place it in the Handset Call Deck.
JOIN?	Complete the conference setup.

Table 3. Handset Soft Keys (Continued)

Key	Function
LIST	Access the four viewing options for the Directory: All, Personal list, System list, and Extension list.
MSGs	Access Voicemail messages.
NO	Cancel proposed action in a confirmation screen.
PAGE	Initiate an all-extension page.
PAUSE	Pause message playback or insert a two-second pause in digit string.
PLAY	Play Voicemail message.
RECORD	Record an introductory message to be added to a forwarded message.
Register	Register the Handset to the Deskset.
SEND	Forward a message.
STOP	Stop recording.
SWITCH	Transfer an active call from the Deskset to the Cordless Accessory Handset.
XFER	Begin the process of transferring a held or active call and then confirm transfer.
UNHOLD	Take a call off hold and return to active call.
YES	Confirm proposed action in a confirmation screen.

Screen Icons

The Handset screen icons provide an indication of Handset activity. Table 4 lists and describes the screen icons you might see.

Table 4. Handset Screen Icons

Icon	Function	Description
	Navigate up or down list	Present whenever the △ or ▽ navigation key can be used to move the highlight bar to the next or previous entry in a list.
	Incoming ring or ringer on	Appears during an incoming call, or during volume control.
	Silenced incoming ring or ringer silenced (muted)	Appears during an incoming call, or during volume control.
	Active call (off hook)	Present during an active call.
	Conference	Present during a conference call.
	Call on hold	Appears when a call is placed on hold.
	Conference on hold	Appears when a conference call is placed on hold.
	Speaker or page	Appears when user switches to speakerphone or when paging.
	Headset in use	Appears when a Headset is on a call.

Table 4. Handset Screen Icons (Continued)

Icon	Function	Description
	Voicemail message	Appears in the Call Log to indicate that a caller has left a Voicemail message.
	Message playback navigation	Present during message playback to indicate that there are additional messages before or after this one.
	Handset in use	Appears when the Cordless Handset is in use.
	Deskset in use	Appears when the Deskset is off hook.

Using the Speakerphone

When the speakerphone is active, the **SPEAKER** hard key is backlit. In Idle or Dial mode, this hard key behaves like **PHONE**, except that audio is from the speakerphone.

To use the speakerphone:

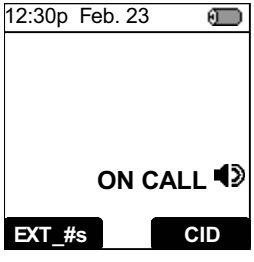


Figure 7. Speakerphone

- To initiate a call, press **SPEAKER**. The key becomes backlit, you hear dial tone, and the screen shown in Figure 7 displays. You can dial.
- To end a call, press **OFF**. The key backlight goes out, the Idle screen shown in Figure 7 displays.
- During an active call, pressing **SPEAKER** switches audio between the Handset and the speakerphone.

Call Deck

The Call Deck is the list of active, held, parked, and ringing calls. Because the screen is too small to display multiple calls at the same time, the Handset stacks them like a deck of cards in order of priority. Review calls by pressing the △ or ▽ navigation key. The Call Deck loops; after reaching the last call in the deck, press the navigation key again to return to the beginning. The order of priority is:

a. Active Calls — Always on top, as shown in Figure 8.

b. Ignored incoming calls — When you have received an incoming call and have pressed IGNORE, as shown in Figure 9.

c. Held calls — If multiple calls have been placed on hold, the display header no longer displays the date and time. Instead, the phrase **Next Call** displays, as shown in Figure 10.

The ▲ and ▼ icons at the top of the display indicate that you can press the △ or ▽ navigation key to step through the Call Deck.

If you navigate away from a current active call but are still in the Call Deck, you switch back to the active call after 10 seconds of no activity.

Figure 8. Active Call

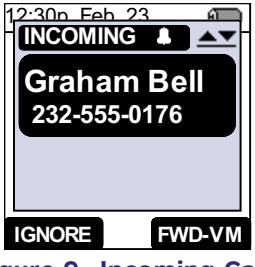


Figure 9. Incoming Call

Figure 10. Held Call

Deskset In Use

If the Deskset is being used, pressing **PHONE** produces the Deskset-in-use notification screen shown in Figure 11. Press SWITCH to move the call to the Handset.

Figure 11. Deskset In Use

SB67040 Cordless Accessory Handset/SB67030 Deskset Comparison

The following Deskset features are limited on the Handset:

- Paging — You can send pages, but you cannot receive pages (see *"Paging All Extensions" on page 76*).
- View other held calls — You can cycle though held calls in the Call Deck (see *"Placing and Retrieving a Call on Hold" on page 70*).
- View simultaneous incoming calls — You can scroll through simultaneous incoming calls (see *"Multiple Incoming Calls" on page 61*).
- Predial — You can only predial in Idle and Held Call modes (see *"Predialing" on page 47*).
- View Voicemail List — You can scroll through individual Voicemail records (see *"To retrieve Voicemail:" on page 64*).
- Forward message to extension — You can forward messages to an extension, but with limited functionality (see *"To forward a message:" on page 67*).
- Directory — You can access the Directory, but you cannot change the sort order (see *"Making a Call From the Directory" on page 49*).
- Speakerphone Key — You can route audio to/from speaker and pick up calls by pressing **SPEAKER**, but **SPEAKER** does not hang up calls (see *"Handset Description" on page 13*).

The following Deskset features are not available on the Handset:

- Record a Voicemail greeting
- Copy Call Log entries into the Directory
- Copy a Redial number into the Directory
- Create, edit, or delete your Personal list (Directory)
- Program Quick Dial entries

CHAPTER

2

GETTING STARTED

This chapter tells you how to install and set up your SB67040 Cordless Accessory Handset. The chapter covers the following topics:

- *"Charger Installation" on page 27*
- *"Battery Installation" on page 28*
- *"Battery Charging" on page 29*
- *"Handset Registration" on page 31*
- *"Handset Setup" on page 34*
- *"Handset Volume Control" on page 38*
- *"Link Loss Notification" on page 40*
- *"Dial Pad Data Entry" on page 41*
- *"Handset Help" on page 43*

NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

Charger Installation

The Handset uses a rechargeable 2.4V nickel-metal hydride cell (NiMH) pack and comes with a battery Charger. Place the Handset in the Charger when not in use.

To plug the Handset Charger into AC power:

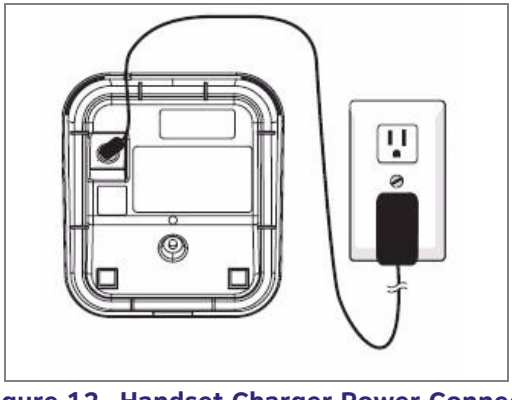


Figure 12. Handset Charger Power Connect

1. Plug the power adapter into an electrical outlet not controlled by a wall switch.
2. Plug the small end of the power adapter into the jack on the underside of the Charger.
3. Route the cord through the slot, as shown in Figure 12.

Battery Installation

The Handset uses a rechargeable 2.4v nickel-metal hydride cell (NiMH) pack and comes with a battery Charger.

To install the Handset battery:

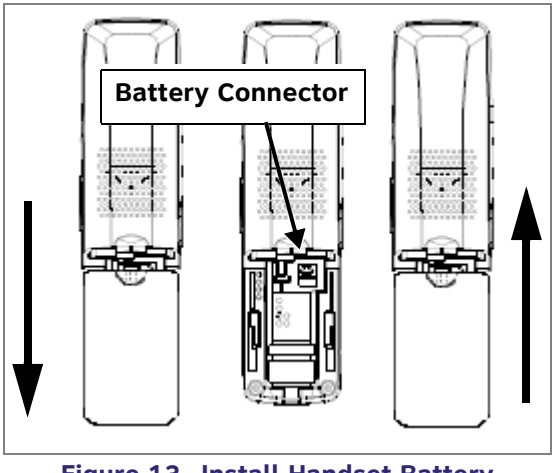


Figure 13. Install Handset Battery

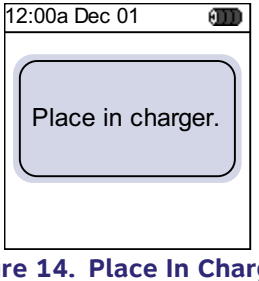


Figure 14. Place In Charger

1. Remove the battery cover by pressing and sliding the cover downward, as shown in Figure 13.
2. Plug the battery connector securely into the plug inside the Handset battery compartment, matching the color-coded label.
3. Place the battery in the compartment with THIS SIDE UP facing up as indicated.
4. Align the cover flat against the battery compartment, then slide it upward until it clicks into place.
5. Press **PHONE**. The LCD displays a white background during startup.
   - After startup, if the battery is sufficiently charged, the LCD displays the screen shown in Figure 14.
   - If the screen is blank, place the Handset in the Charger.

Battery Charging

Charge the Handset battery for at least 16 hours before use. When fully charged, the Handset battery provides approximately five hours of talk time or three days of standby time.

To charge the Handset battery:

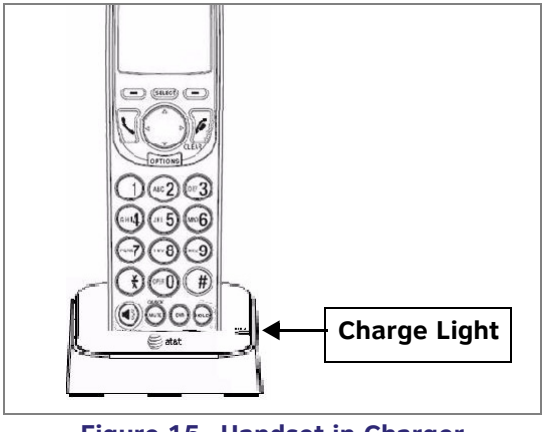


Figure 15. Handset in Charger

Place the Handset in the Charger, as shown in Figure 15.

- The **CHARGE** light is on when the Handset is charging.
- If the Handset has not yet been registered, the Register screen shown in Figure 16 displays within 15 seconds.

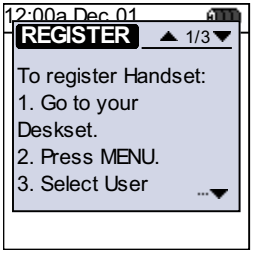


Figure 16. Register Screen

NOTE: Place the Handset in the Charger when not in use.

Low Battery Notification

When the battery is low, the Handset emits an alert tone and displays the notification screen shown in Figure 17.

To handle low battery notification:

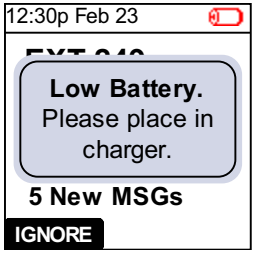


Figure 17. Low Battery

1. Press IGNORE to exit the notification screen.
2. Place the Handset into the Charger.

NOTE: If the Handset stops working when you are on a call because of low battery charge, that call is auto-held on the Deskset.

Power Save

If you are not on an active call and press no keys for 30 seconds, the system goes into Power Save mode.

- If you were in a feature or menu list, such as the Directory or Call Log, the system returns to Idle mode before going into Power Save mode.
- In this mode, the backlight turns off.
- Press any key to end Power Save mode.

Handset Registration

This procedure provides instructions for registering a Handset. Only one Handset and one Headset can be registered to a Deskset.

For complete information on cordless device registration, see the "SB67030 Deskset User's Guide".

To register the Handset:

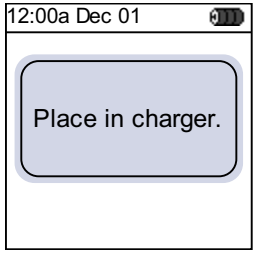


Figure 18. Place In Charger

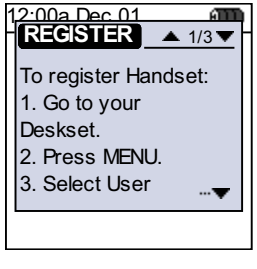


Figure 19. Register Handset

If the Handset is not registered to a Deskset, the **Place in charger** notification screen shown in Figure 18 displays upon powering up.

1. Place the Handset into the Charger. The Handset generates a beep and the Register Handset screen shown in Figure 19 displays.
2. Press **MENU** on the Deskset.
3. Press **2** on the Deskset dial pad.

   If you have set a user password, the User Password screen shown in Figure 20 displays.

   - Enter your password and press **SELECT**.
   - To correct errors, use the Backspc key.
   - To cancel your changes on that screen, press Cancel at any time. The set will return to the previous screen.

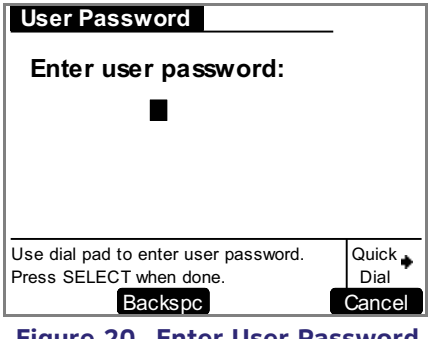


Figure 20. Enter User Password

To register the Handset: (Continued)

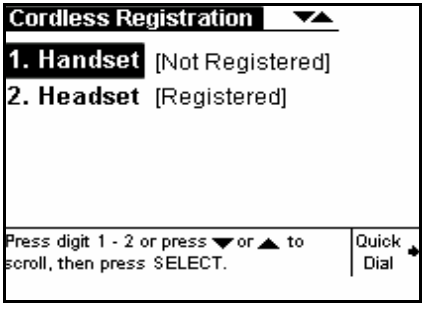

Cordless Registration
1. Handset [Not Registered]
2. Headset [Registered]
Press digit 1 - 2 or press ▼ or ▲ to scroll, then press SELECT.
Quick Dial

Figure 21. Cordless Registration

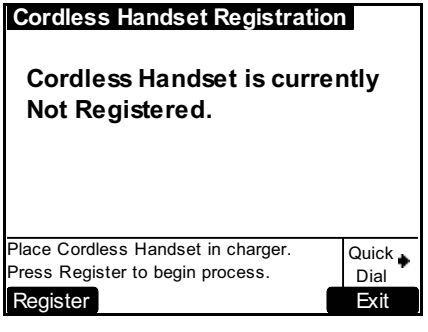


Figure 24. Register Cordless Handset

4. Press **5** on the Deskset dial pad to display the Cordless Registration menu shown in Figure 21. The screen reflects whether the Handset and Headset are registered.
5. Press **1** on the Deskset dial pad to begin the registration process.
6. To register the Handset press **Register**, as shown in Figure 24.

   Once the Handset registration begins, the Handset and Deskset display the registration messages shown in Figure 22.

   - The Handset displays **Handset Registered**, as shown in Figure 22.
   - The registration process on both Deskset and Handset ends after two minutes.

     If the registration process times out, the Handset displays **Registration Failed**, as shown in Figure 23, generates an error tone, and resets. Try registration again.
   - When registration is complete, the Handset generates a confirmation tone.
7. Press **EXIT** to return to the Cordless Registration screen.

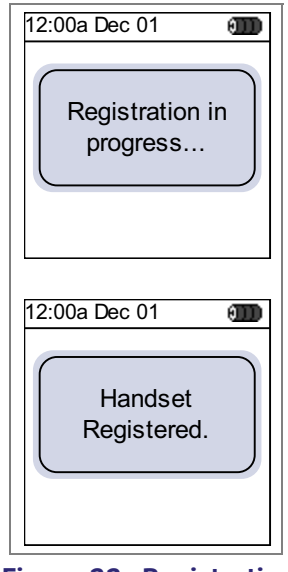


Figure 22. Registration Messages

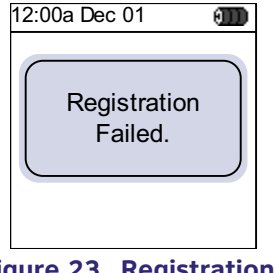


Figure 23. Registration Failed

To register the Handset: (Continued)

NOTE: If registration fails, it may be because the Handset is already registered. Follow the instructions "To deregister the Handset:", below, to verify if the Handset is registered and deregister it if necessary. Then try registration again.

To deregister the Handset:

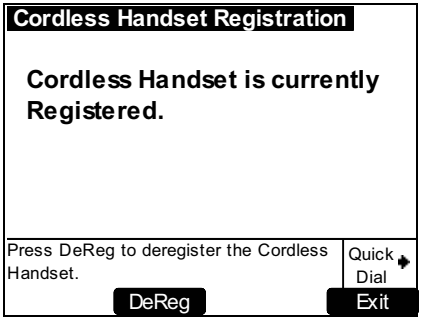


Figure 25. Deregistration Screen

1. Perform Steps 1 through 4 of the procedure *"To register the Handset:" on page 31*.
2. Press **1** on the Deskset dial pad to begin the deregistration process.
3. To deregister the Handset, press **DeReg**, as shown in Figure 25.
4. To confirm deregistration, press **YES**. Press **NO** to keep the Handset registered.
5. To return to the Cordless Registration screen, press **EXIT**.

If the Deskset is unavailable, you can also deregister the Handset at the Handset.

1. Press **OPTIONS**.
2. Press **5** for **SETTINGS**.
3. Press **4** for **Deregister**.
4. Press **YES**.

Handset Setup

Handset setup begins with the Idle screen illustrated and described in *Figure 6 on page 15*.

To view and alter configuration settings on the Handset:

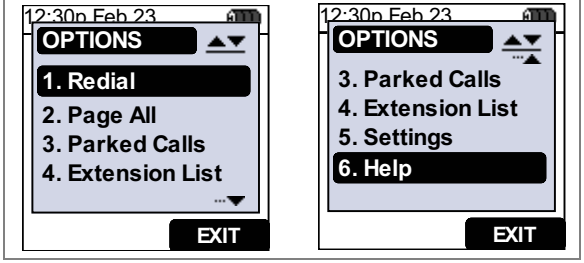


Figure 26. Options Settings

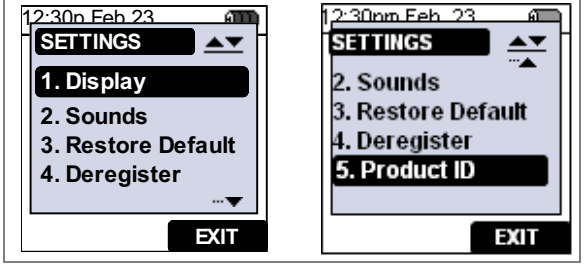


Figure 27. Settings Menu

1. Press **OPTIONS**. The menu shown in Figure 26 displays.
2. Press **5** to display the Settings menu shown in Figure 27.
3. Perform one of the following functions:
   - *"To adjust the display contrast:" on page 35*
   - *"To adjust the sound:" on page 36*
   - *"To reset the Handset to default settings (factory defaults):" on page 37*
   - *"To deregister the Handset:" on page 33*
   - *"To view the Product ID:" on page 37*

To adjust the display contrast:

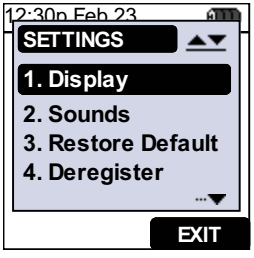


Figure 28. Settings Menu

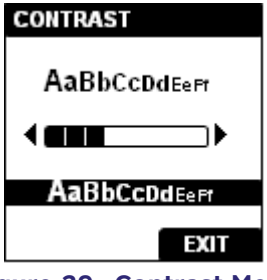


Figure 29. Contrast Menu

1. To display the Settings menu shown in Figure 28, perform steps 1 and 2 of the *"To view and alter configuration settings on the Handset:" on page 34*.
2. Press **1** to display the Contrast screen shown in Figure 29.
3. Press the ◁ or ▷ navigation key to adjust the contrast until the desired level is reached.
4. To accept the changes you have made and return to the Settings menu shown in *Figure 27 on page 34*, press **EXIT**.

To adjust the sound:

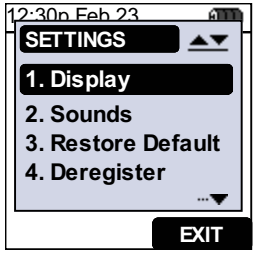


Figure 30. Settings Menu

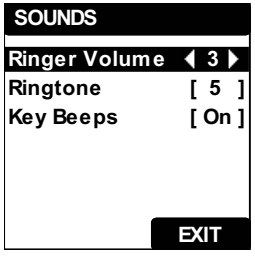


Figure 31. Sounds Menu

1. Perform steps 1 and 2 of *"To view and alter configuration settings on the Handset:" on page 34*. The Settings screen shown in Figure 30 displays.
2. Press **2** to display the Sounds menu shown in Figure 31.
3. Press the △ or ▽ navigation key to cycle through audio options:
   - To adjust the ringer volume from 0 to 6, press the ◁ or ▷ navigation key. Decreasing the volume to zero silences the ringer. The ringer sounds as it is adjusted. You can also alter the ringer volume in the Idle mode by pressing ◂ Volume ▸.
   - To choose one of nine ringtones, press the ▽ navigation key once to highlight **Ringtone**. To select the ringtone press the ◁ or ▷ navigation key. This setting only applies to this Handset.
   - To change whether there are Key Beeps, press the ▽ navigation key twice to highlight **Key Beeps**. Press the ◁ or ▷ navigation key to adjust the Key Beeps **ON** or **OFF**.
4. To accept the adjustments and return to the Settings menu shown in *Figure 27 on page 34*, press **EXIT**.

To reset the Handset to default settings (factory defaults):

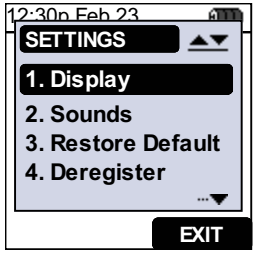


Figure 32. Settings Menu

1. Perform steps 1 and 2 of *"To view and alter configuration settings on the Handset:" on page 34* to display the menu shown in Figure 32.
2. Press **3** to display the Restore Default screen shown in Figure 33.
   - Press **YES** to clear all Handset customization.
   - Press **NO** to keep current settings.

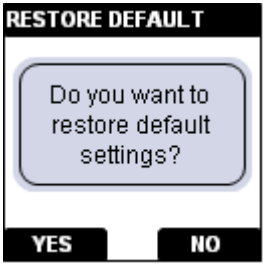


Figure 33. Restore Default

To view the Product ID:

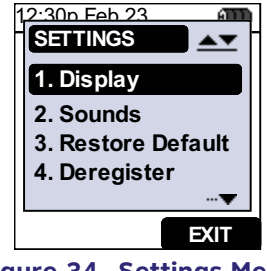


Figure 34. Settings Menu

1. Perform steps 1 and 2 of *"To view and alter configuration settings on the Handset:" on page 34* to display the menu shown in Figure 34.
2. Press **5** to display the Product ID screen shown in Figure 35.

   This page displays the Handset's identification information, including serial number, model number, software version, and registration status. This information cannot be altered.
3. Press **EXIT** to return to the Settings menu shown in *Figure 27 on page 34*.

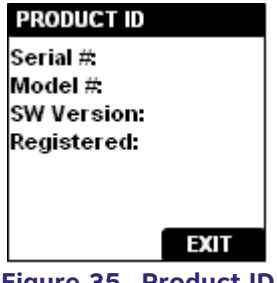


Figure 35. Product ID

Handset Volume Control

The Handset volume control changes both ringer and incoming voice volume. You can increase or decrease the incoming voice volume during an active call or during message playback. You can increase or decrease the ringer volume only if not on an active call.

To adjust the ringer volume:

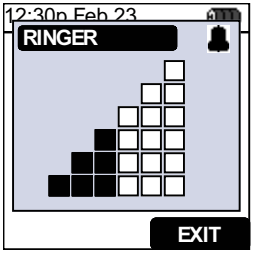


Figure 36. Ringer Volume

When not on an active call:

- Press **Volume** ▸ to increase the ringer volume.

  OR

- Press ◂ **Volume** to decrease the ringer volume.

A screen similar to the one shown in Figure 36 displays. The example shows the volume set to 3. The minimum ringer volume is zero (silenced) and maximum volume is 6.

If you set the ringer to zero (silenced), the silent ring icon (see *"Screen Icons" on page 20*) displays on the Idle screen during an incoming call, as shown in Figure 37

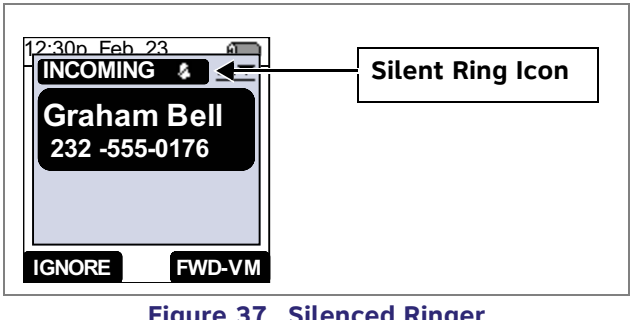


Figure 37. Silenced Ringer

To adjust the incoming voice volume:

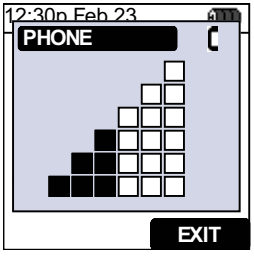


Figure 38. Voice Volume

During an active call or during message playback:

- Press **Volume** ▸ to increase the incoming voice volume

  OR

- Press ◂ **Volume** to decrease the incoming voice volume

A screen similar to the one shown in Figure 38 displays. The example shows the volume set to 3. There are six volume levels.

Link Loss Notification

If the Handset leaves the operating range of the Deskset, or if there is radio frequency (RF) interference, a **Lost connection with Deskset** notification screen displays, as shown in Figure 39. The Handset will search for the Deskset. After five seconds, the **Searching for Deskset...** notification screen displays. If you see either of these screens, move closer to the Deskset.

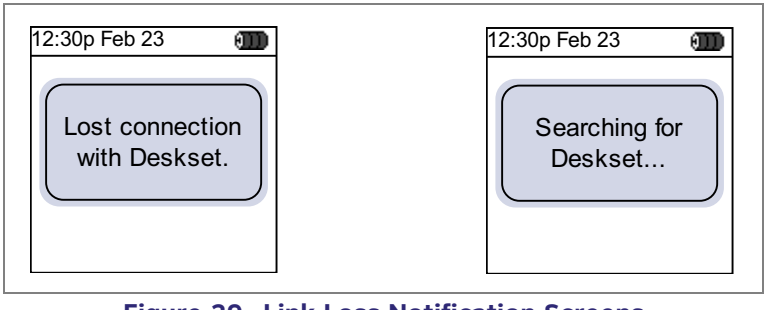


Figure 39. Link Loss Notification Screens

If you are on a call, that call is not dropped immediately, but there is no voice transmission or reception until a connection with the Deskset is re-established. The Deskset displays as the Call Appearance icon for that call. Any active or held calls are dropped after four minutes of continuous link loss.

Dial Pad Data Entry

Use the dial pad to enter alphabetical characters into a text field, such as when searching a Directory (see *"Searching a List Using the Dial Pad" on page 42*). Digits **2**, **3**, **4**, **5**, **6**, and **8** have three assigned letters, while digits **7** and **9** have four assigned letters. The keys function as follows:

1. Pressing the dialing key once enters the uppercase first letter.
2. Pressing the dialing key twice enters the uppercase second letter.
3. Pressing the dialing key three times enters the uppercase third letter.
4. Pressing the dialing key four times enters the number.
5. Pressing the key further cycles through the letters again.

The **#** and ***** keys have been assigned special characters. Pressing these keys cycles through each special character in the order shown.

- Repeatedly pressing **#** (pound) cycles through the following characters: # & ' , - . @ ".
- Repeatedly pressing ***** (star) cycles through the following characters: ! ( ) * + ?.

Searching a List Using the Dial Pad

To search for a list entry:

Figure 40. Directory

1. To display the Directory shown in Figure 40 press **DIR**.
2. Pressing a dial pad key causes a letter to display in the center of the handset screen. The Handset finds a name that begins with that letter. If there is no name starting with that letter, the Handset finds the next name in the alphabet. Examples follow:
   - If you enter **K** [Press **5** twice] and an exact match is found, the highlight bar moves to that entry.
   - If you enter **L** [Press **5** three times] and the Handset cannot find an exact match, the highlight bar moves to the entry with the closest alphabetical match.

Handset Help

Access help by pressing **OPTIONS**, and selecting **Help**, which is always last on the Options screen. The information you see depends on what you were doing when you selected **Help**. Table 5 provides an illustration of each help screen and a description of the screen function.

Table 5. Help Content

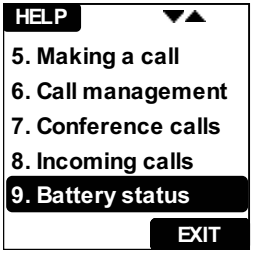
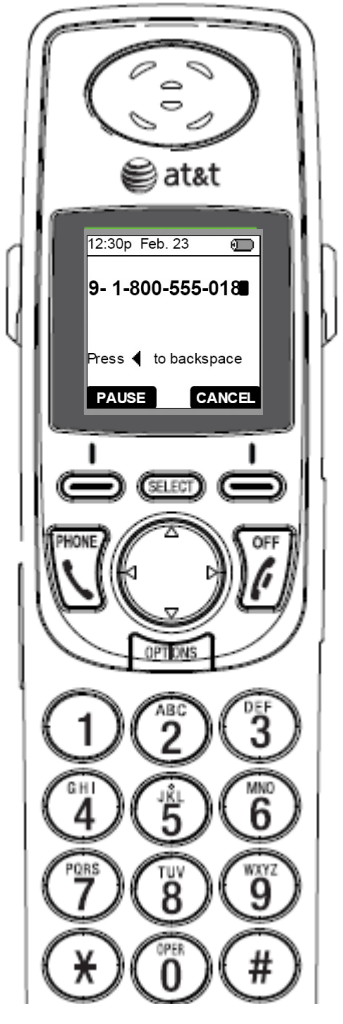
<table>
<tr><td colspan="2">
</td><td> 
</td></tr>
<tr><td rowspan="3">1. Idle screen info</td><td>1. Status indication</td><td>Identifies the status messages that appear in the upper right-hand corner of the display.</td></tr>
<tr><td>2. Missed Calls</td><td>Describes the Missed Calls counter in the center of the screen.</td></tr>
<tr><td>3. New messages</td><td>Describes the New MSGs counter that indicates the number of unreviewed Voicemail messages for this extension.</td></tr>
<tr><td rowspan="3">2. Voicemail</td><td>1. Message playback</td><td>Provides instructions for playing old and new messages.</td></tr>
<tr><td>2. Forwarding a msg</td><td>Provides instructions for forwarding messages.</td></tr>
<tr><td>3. Deleting msgs</td><td>Provides instructions for deleting one or all messages.</td></tr>
</table>

Table 5. Help Content (Continued)

3. Directory	**1. Reviewing list**	Provides instructions for reviewing the Directory.
	2. Triple-tap search	Provides instructions for using the Triple-tap search (see *"Dial Pad Data Entry" on page 41*).
	3. Directory sort	Provides instructions on using the Directory sort menu.
4. Call Log and Redial	**1. Reviewing the list**	Provides instructions for reviewing the Call Log lists for unanswered incoming calls and the Redial lists for outgoing calls.
	2. Playing voicemail	Provides instructions for accessing the Voicemail feature.
	3. Deleting entries	Provides instructions for deleting one or all of the Directory entries.
5. Making a call	**1. Pre-dialing digits**	Describes the operation of the predial feature.
	2. Going off-hook	Describes the procedure for going off hook from predial.
	3. Calling from a list	Provides instructions for placing a call from the Directory, Call Log, Redial, Messages, or Extension list.
	4. Quick Dial	Describes how to use the Quick Dial feature.
6. Call management	**1. Transferring a call**	Provides instructions for transferring an internal or external call to another extension or to an external number.
	2. Holding a call	Describes the operation of the Hold function.
	3. Parking a call	Provides instructions for parking and unparking a call.
	4. Paging	Provides a description of the paging feature operation.

Table 5. Help Content (Continued)

7. Conference calls	**1. How to host**	Provides instructions for hosting a conference call.
	2. Placing on hold	Describes how to place a conference call on hold.
	3. Dropping a party	Describes how to drop a party from a conference call.
	4. How to end	Describes how to end a conference call.
8. Incoming calls	**1. Handling calls**	Describes how to answer a call while the phone is idle.
	2. Ringer volume	Describes how to change the ringer volume while the Handset is ringing or when it is in Idle mode.
	3. Call Fwd and DND	Describes the function of the Call Forward and Do Not Disturb (DND) features.
9. Battery status	**1. Low battery**	Describes Handset operation when the battery is low.
	2. Using the charger	Describes how to use the Charger to maintain Handset operation.



CHAPTER 3

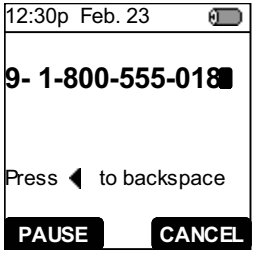
MAKING A CALL

This section describes making a call, either on hook or off hook. A phone is on hook when there is no call started or in progress. The phone is off hook starting from when you can hear the dial tone to when you hang up the call. You can make a call in the following ways:

- *"Predialing" on page 47*
- *"Live Dialing" on page 48*
- *"Making a Call From the Directory" on page 49*
- *"Making a Call From the Extension List" on page 51*
- *"Making a Call From the Call Log" on page 52*
- *"Making a Call From Redial" on page 54*
- *"Making a Call From Quick Dial" on page 55*

Predialing

You can predial a phone number before pressing **PHONE** or **SPEAKER**. Pressing a dial pad key in these cases initiates the Predial mode. In this mode the Handset produces no dial tone. You can also predial from a list.

To make a call while the Handset is on hook:	
 **Figure 41. Predial Mode**	1. Press any dial pad key to initiate predialing, as shown in Figure 41. Dial **9** first for an external call. 2. Press additional dial pad keys. You have the following options: ■ Press the ◁ navigation key to delete a digit and move the cursor back one space. ■ Press **OFF** or **CANCEL** to clear all digits. The Idle screen displays. ■ Press **PAUSE** to insert a two-second pause. 3. Press **PHONE** or **SPEAKER** to go off hook and dial the Predial digits.

Live Dialing

Live dialing refers to dialing when the phone is already off hook.

To make a call off hook:

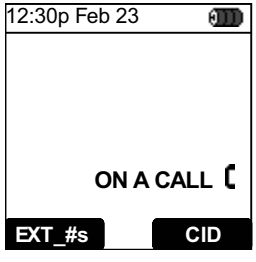


Figure 42. Live Dial Mode

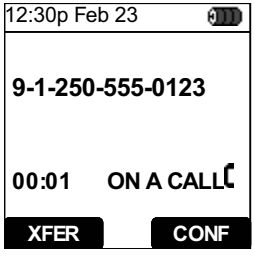


Figure 43. Live Dial Digits

1. Press **PHONE** or **SPEAKER** to initiate a call, as shown in Figure 42.
2. Press the dial pad keys to dial, as shown in Figure 43.
   - Dial **9** for an external call.
   - Hyphens are automatically inserted for all **7**, **8**, **10**, and **11** digit dialing, except when **9** is followed by a zero for an outgoing international call.
   - When you enter **9** and another digit other than **1**, EXT_#s is replaced by XFER, as shown in Figure 43.

Making a Call From the Directory

You can access the Directory by pressing **DIR** except while the phone is ringing.

To make a call from the Directory:

Figure 44. Directory Call

1. Press **DIR** to access the Directory, as shown in Figure 44.
2. Press the △ or ▽ navigation key to scroll to the desired entry

   OR

   Press a dial pad key to reach the first name in the alphabetical Directory that matches or is after the first letter on the dial key as shown in *"Dial Pad Data Entry" on page 41*.
3. You have the following options:
   - To dial out the number selected (highlighted) in the Directory, press **SELECT**, **PHONE** or **SPEAKER**.
   - Press **LIST** to access the four viewing options for the Directory, see *"To view the Handset lists:" on page 50*.

   NOTE: You cannot sort the Directory from the Handset.
4. Press **EXIT** to return to the previous mode.

To view the Handset lists:

Figure 45. Directory

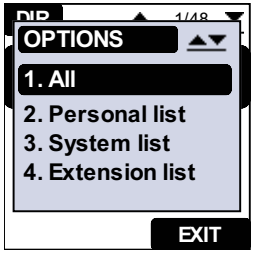


Figure 46. Options Menu

Your Handset displays **All** lists (the combination of your Personal list, the System list, and the Extension list) when you press **DIR**. However, you can temporarily view and select from a specific list.

1. Press **DIR** to access the Directory, as shown in Figure 45.
2. Press **LIST** to display the Options menu shown in Figure 46.
3. Press **1** though **4** to select the desired list

   OR

   Use the △ or ▽ navigation key to scroll to the desired list; then press **SELECT**.
4. Press **EXIT** to return to the previous mode.

Making a Call From the Extension List

You can make a call from the Extension list in Idle or during Dial mode.

To make a call from the Extension list:

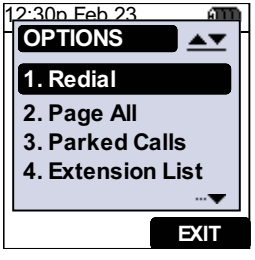


Figure 47. Select Option - Extension

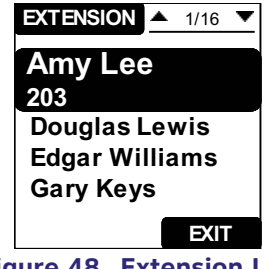


Figure 48. Extension List

1. Press **OPTIONS**. The screen shown in Figure 47 displays.
2. Press **4**. The Extension List screen shown in Figure 48 displays.

> **NOTE:** To access the Extension list during Dial mode, press **EXT_#s**. This soft key is not available once you have entered **9** and an additional digit other than **1**.

3. Press the △ or ▽ navigation key to scroll to the desired Extension entry, or press a dial pad key to reach the first name in the list on or after the first letter on the dial key entered.
4. You have the following options:
   - Press **SELECT** or **PHONE** to dial the number selected (highlighted) in the Extension list. If you are accessing the Extension list from Idle mode, pressing **SPEAKER** also dials the selected number.
   - Press **EXIT** to return to the previous mode.

Making a Call From the Call Log

You can access the Call Log anytime except when the Handset is ringing.

To make a call from the Call Log:

Figure 49. Call Log

1. To access the Call Log shown in Figure 49 from Idle mode, press **CID**.

   OR

   To access the **Call Log** when the phone is not idle, press **OPTIONS** and then scroll down to **Call Log** and press **SELECT.**

2. Press the △ or ▽ navigation key to scroll to the desired Call Log entry.

   Press **SELECT** or **PHONE** to dial out the number selected (highlighted) in the **Call Log**. If you are accessing the **Call Log** from Idle mode, pressing **SPEAKER** also dials out the selected number.

3. Press **EXIT** to return to the previous mode.

Call Log Dialing Options

The Call Log displays the actual Caller ID information first.

Call Log entries may not be in the proper format for dialing. In some areas, you need to remove the area code or add or remove a 1. Press the ◁ or ▷ navigation key to step through the dialing options. The options are in a circular list, so if you press the ▷ navigation key when the last option is visible, you return to the first option. The following dial options are available:

- nnn-nnnn (7 digits)
- 1-nnn-nnnn (8 digits)
- nnn-nnn-nnnn (10 digits)
- 1-nnn-nnn-nnnn (11 digits)

NOTE: A 9 is automatically prefixed to the digit string before the number is dialed out.

Making a Call From Redial

You can make a call from the Redial list from Idle, Dial, Held Call, or Active Call modes.

To make a call from the Redial list:

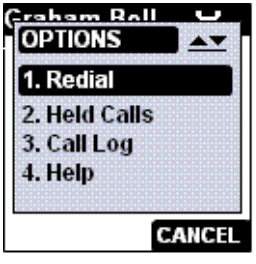


Figure 50. Idle Redial

Figure 51. Redial List

1. Press **OPTIONS** to display the menu in Figure 50.
2. Press **1** to display the Redial list shown in Figure 51.
3. Press the △ or ▽ navigation key to scroll through the Redial list.
4. You have the following options:
   - Press **SELECT** or **PHONE** to dial the number selected (highlighted) in the Redial list. If you are accessing the Redial list from Idle mode, pressing **SPEAKER** also dials the selected number.
   - Press **EXIT** to return to the previous mode.

Making a Call From Quick Dial

Create Quick Dial entries from your Deskset or the WEBUI to allow two-key dialing for frequently dialed or important phone numbers. Access the Quick Dial list by pressing and holding **MUTE/QUICK**.

To make a call from the Quick Dial list:

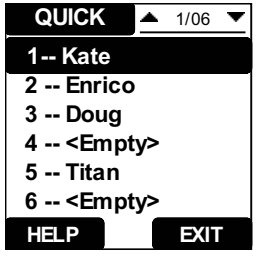


Figure 52. Quick Dial List

1. Press and hold **MUTE/QUICK** to access the Quick Dial list, as shown in Figure 52.
2. Press the △ or ▽ navigation key to scroll through Quick Dial entries.
3. Press **SELECT**, **PHONE**, or a digit from **1** to **6** to dial the quick number. If you access Quick Dial from the Idle mode, pressing **SPEAKER** also dials the selected number.

CHAPTER

4

ANSWER A CALL

If the system receives an incoming call in Idle mode, the Handset rings and the incoming call information displays as shown in *Figure 55 on page 59*. The screen displays the caller's name (if available) and number. If there is more than one incoming call, they are all displayed on the screen, but only the call that you can answer by pressing **PHONE** displays the name and telephone number, as shown in *Figure 57 on page 61*. To cycle through incoming calls, press the △ or ▽ navigation key.

This section contains the following:

- *"New Call Notification" on page 57*
- *"Call Options" on page 59*
- *"Multiple Incoming Calls" on page 61*

New Call Notification

The Handset records incoming call information in the Call Log and displays a notification on the Idle screen. Unanswered calls that have not been reviewed are considered missed. Once you review a call, the new missed call count goes down by one. If there are no new calls, the Idle screen displays **0 Missed Calls.**

To review the Call Log:

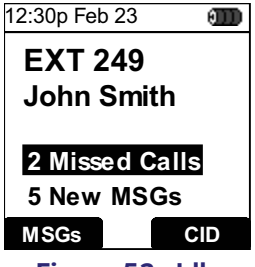


Figure 53. Idle

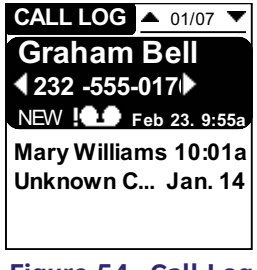


Figure 54. Call Log

To review the entire Call Log from Idle or Dial mode, press **CID**. To see new calls only, press **SELECT** when **# Missed Calls** is highlighted on the Idle screen, as shown in Figure 53.

- Press the ▲ or ▼ navigation key to scroll through the Call Log entries, as shown in Figure 54.
- Press the ◀ or ▶ navigation key to step through the phone number dialing options for the Call Log entry.
- Press **SELECT** or **PHONE** to dial the phone number highlighted in the Call Log.
- Press **DELETE** to delete the highlighted call entry.
- Press **EXIT** to return to the previous mode.
- If the Caller ID is unavailable, the Call Log entry displays the name as **Unknown**.
  - The **NEW** tag indicates that the Call Log entry has not been reviewed.
  - The icon indicates that a Voicemail message is available.
  - The ! icon (exclamation mark) indicates that the message has not been played.
- If you are accessing the Call Log from Idle mode, pressing **SPEAKER** also dials the highlighted number. A 9 is automatically inserted before the number when dialed and is shown on the display.

To review the Call Log: (Continued)

NOTE: This system has a caller ID feature that works with caller identification service provided by your telephone service provider. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone companies use compatible equipment.

Call Options

You have the following options for an incoming call:

Figure 55. Incoming Call

- Press **SELECT**, **PHONE**, or **SPEAKER** to answer a call, shown in Figure 55.
- Press **IGNORE** to silence the ringer and ignore the call.
- Press **FWD-VM** to forward the call to the destination defined in the Call Forward-No Answer setting.

The system administrator sets the call-forwarding options. For more information on this setting, see the "AT&T SB67010 Gateway, AT&T SB67030 Deskset System Administrator's Guide".

NOTE: Press ◂ **Volume** ▸ to decrease or increase the ringer volume.

If you are already on an active call and receive another incoming call, the system emits an abbreviated ring and displays a screen similar to the one illustrated in Figure 56 with incoming call information.

You have the following options when you are on a call and receive an incoming call:

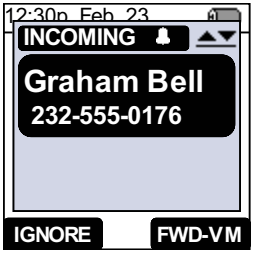


Figure 56. Incoming Call/ Active Call

- Press **PHONE** to answer the incoming call. The current call is automatically placed on hold.
- Press FWD-VM to forward the call to the destination defined in the Call Forward-No setting and return to current call.

  The system administrator sets the call-forwarding options. For more information on this setting, see the "AT&T SB67010 Gateway, AT&T SB67030 Deskset System Administrator's Guide".

Multiple Incoming Calls

If the Handset receives more than one call at a time, the Handset rings in Idle mode or emits an abbreviated ring during an Active Call. All incoming calls are displayed.

You have the following options during multiple incoming call events:

Figure 57. Multiple Incoming Calls

- Press **SELECT**, **PHONE**, or **SPEAKER** to answer a call, shown in Figure 57.
- Press IGNORE to silence the ringer.
- Press FWD-VM to forward the highlighted incoming call to Voicemail.

NOTE: Unanswered incoming calls are handled according to the Call Forward-No Answer setting.

The system administrator sets the call-forwarding options. For more information on this setting, see the "AT&T SB67010 Gateway, AT&T SB67030 Deskset System Administrator's Guide".

The Incoming Call screen remains active during multiple incoming calls.

- Press ◂ **Volume** ▸ to decrease or increase the ringer volume.

CHAPTER 5

VOICEMAIL

The Handset Voicemail system provides the ability to receive messages and save, replay, or forward those messages. The Voicemail system includes the following:

- *"Voicemail Notification" on page 63*
- *"Retrieve Voicemail" on page 64*
- *"Reviewing Voicemail Records" on page 65*
- *"Voicemail Management" on page 66*

Voicemail Notification

Unanswered incoming calls are handled according to the Call Forward-No Answer setting. The default setting is to send the calls to Voicemail. You can also forward a ringing call to Voicemail by pressing FWD-VM, as shown in Figure 59.

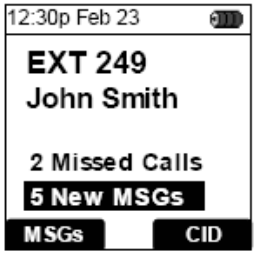


Figure 58. Voicemail Notification

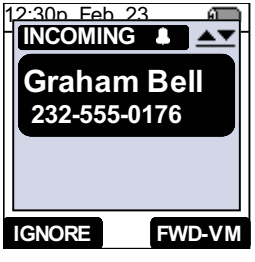


Figure 59. Incoming Call

If a caller leaves a Voicemail message, the Idle screen displays a **New MSGs** indication, as shown in Figure 58.

Once the new message is reviewed in the Voicemail records, the Handset updates the Idle screen notification.

Retrieve Voicemail

To retrieve Voicemail:

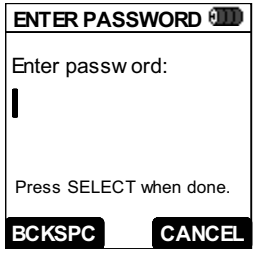


Figure 60. Retrieve Voicemail

Figure 61. Individual Message

1. Press **MSGs** from the Idle screen shown in *Figure 58 on page 63* to retrieve all Voicemail.

   OR

   When **# New MSGs** is highlighted, press **SELECT** to play new messages.

   NOTE: If you have created a user password, you are prompted to enter it, as shown in Figure 60.

2. The Individual Message screen shown in Figure 61 displays. You have the following options:

   - Press **PLAY** to begin playing the Voicemail (see *"Reviewing Voicemail Records" on page 65*).
   - Press **EXIT** to return to the Idle screen.

Reviewing Voicemail Records

Reviewing Voicemail records:

Figure 62. Retrieve Voicemail

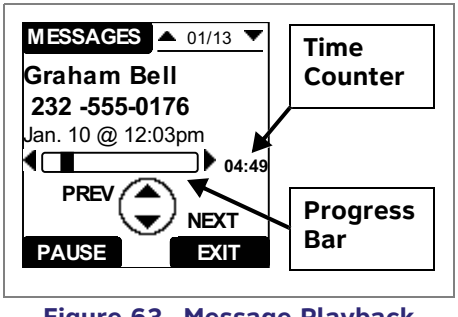


Figure 63. Message Playback

- Press **PLAY** to begin Voicemail message playback, as shown in Figure 62. Once message playback starts:
  - The **PLAY** soft key becomes **PAUSE**, as shown in Figure 63.
  - The message progress bar indicates how much of the message has played.
  - The message time counter displays the remaining time, in seconds, of message playback.
  - Press **SPEAKER** to hear message playback through the speaker.
  - Press the ▽ navigation key to play the previous message.
  - Press the △ navigation key to play the next message.
  - Press and hold the ◁ navigation key to rewind the message in eight-second increments.
  - Press and hold the ▷ navigation key to forward the message in eight-second increments.
- Press **PHONE** to exit message playback and call the phone number from the message.
- Press **OPTIONS** to access the Options menu (see *"Voicemail Management" on page 66*). If a message is playing, message playback stops.
- Press **EXIT** to return to Idle mode.

Voicemail Management

You can delete a message or forward a message to an internal extension.

To delete a message:

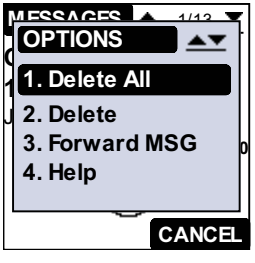


Figure 64. Message Options

Figure 66. Delete Confirmed

Press **OPTIONS** from Message Playback mode. Message playback stops and the screen shown in Figure 64 displays. You have the following options:

- To delete all of your messages:
  a. Press **1**. The screen shown in Figure 65 displays.
  b. Press **YES** to confirm. Press **NO** to cancel.
- To delete a single message:
  a. Press **2**.
  b. Press the △ or ▽ navigation key to highlight the desired message. Then press **SELECT**. The screen shown in Figure 66 displays to confirm that the message has been deleted.

Figure 65. Delete All Messages

To forward a message:

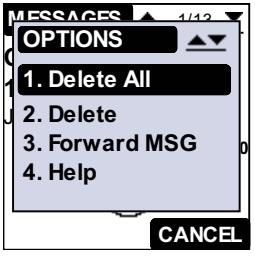


Figure 67. Message Options

Figure 70. Forward Confirmation

1. From Message Playback mode, press **OPTIONS**. Message playback stops and the screen shown in Figure 67 displays.
2. Press **3** to display the Forward Destination Start screen, shown in Figure 68.
3. Enter the Extension number:
   - Using the dialing keys.

     OR

   - Press **EXT_#s** to display the Extension list shown in Figure 69.
     - Press the △ or ▽ navigation key until the desired entry is highlighted to scroll through the Extension list. Then press **SELECT**.

       OR

     - Use the dial pad to find the desired entry by name (see *"Dial Pad Data Entry" on page 41*).

   Once you have selected the destination, a confirmation screen displays, as shown in Figure 70.

Figure 68. Forward Destination Start

Figure 69. Extension List

To forward a message: (Continued)

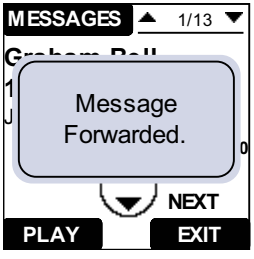


Figure 71. Message Confirmation

4. Press **SEND** to forward the message to the selected extension.
   - The confirmation screen shown in Figure 71 displays to confirm that the message has been forwarded.
   - The Handset returns to the same message, as shown in Figure 72.

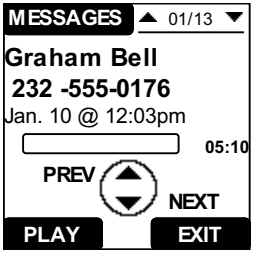


Figure 72. Message Playback

CHAPTER

6

HOLD/PAGE/PARK

Parking a call and placing it on hold are similar operations. The difference is that a held call can only be retrieved at the Deskset or Handset that placed the call on hold, and a parked call can be retrieved at any extension.

A maximum of five calls can be held. If you have reached the maximum number of held calls, a **Maximum of 5 held calls reached** notification screen appears.

This section contains the following:

- *"Placing and Retrieving a Call on Hold" on page 70*
- *"Parking an Active Call" on page 73*
- *"Paging All Extensions" on page 76*

Placing and Retrieving a Call on Hold

To place an active call on hold and to retrieve it:

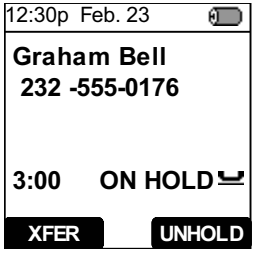


Figure 73. Active Call

- Press **HOLD**. The screen shown in Figure 73 displays.
  - Press XFER to transfer the held call to another number.
  - Press UNHOLD to return to Active Call mode.
- Press **PHONE** to start a new call.
- Press dial pad keys to make a new call while on hook (see *"Predialing" on page 47*).

Retrieving a Held Call When There Is More Than One Call in the Call Deck

To retrieve a held call when there is more than one call in the Call Deck:

Figure 74. Next Call

- Press the △ or ▽ navigation key to review calls in the Call Deck shown in Figure 74.
- Press **UNHOLD** when the call you want to retrieve is displayed. You return to Active Call mode.

NOTE: Pressing **PHONE** or **SPEAKER** does not release the call from hold. Those keys start a new call. Pressing **SELECT** has no effect.

Held Call Options

To view Held Call options:

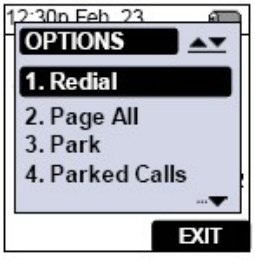


Figure 75. Hold Options

Press **OPTIONS** with a held call displayed to access the Hold options, as shown in Figure 75 and listed below.

1. Redial Accesses the Redial list (see *"Making a Call From Redial" on page 54*).

2. Page All Pages all other extensions (see *"Paging All Extensions" on page 76*).

3. Park Places the current held call in the Park Call list (see *"Parking a Held Call" on page 74*).

4. Parked Calls Accesses the Park list (see *"Retrieve Parked Call" on page 75*).

5. Extension List Accesses the Extension list (see *"Making a Call From the Extension List" on page 51).*

6. Call Log Accesses Call Log (see *"Making a Call From the Call Log" on page 52*).

7. Conference Goes to conference setup and uses the current held call (see *"Conference Setup" on page 81*).

8. Messages Accesses Messages feature (see *"Retrieve Voicemail" on page 64*).

9. Help Accesses Help menu.

Parking an Active Call

To park an active call:

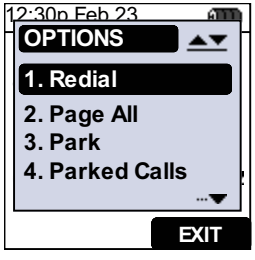


Figure 76. Park Call

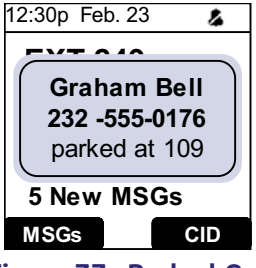


Figure 77. Parked Call

1. Press **OPTIONS** to display the parked call options, as shown in Figure 76.
2. Press **3** to park the call, as shown in Figure 77.

The parked call is given a 3-digit number that starts with 1.

To page others to let them know about this call, see *"Paging All Extensions" on page 76.*

Parking a Held Call

To park a held call:

Figure 78. Held Call

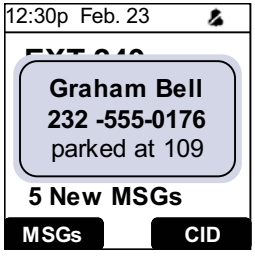


Figure 80. Parked Call

1. To display the held call in the Call Deck (see *"Call Deck" on page 23*), press the △ or ▽ navigation key as shown in Figure 78.
2. Press **OPTIONS** to display the Held Call options, as shown in Figure 79.
3. Press **3** to park the call, as shown in Figure 80.

   The call disappears from the Held Calls list and appears in the Parked Call list, which is available system-wide. The parked call is given a 3-digit number that starts with 1.

To page others to let them know about this call, see *"Paging All Extensions" on page 76.*

.

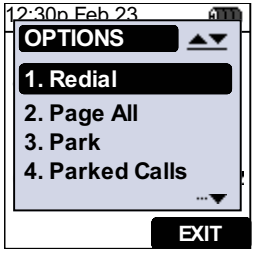


Figure 79. Held Options

Retrieving a Parked Call From Any Extension

If you know the number of the parked call, press **PHONE** and dial the parked call number. If you don't know the number, find the parked call in the Parked Call list.

To retrieve a parked call:

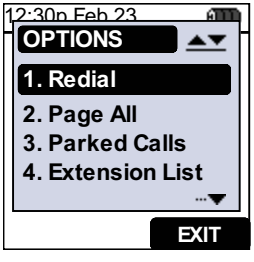


Figure 81. Retrieve Parked Call

Figure 82. Parked Call List

To access the Parked Call list:

1. Press **OPTIONS**. The screen shown in Figure 81 displays.
2. Press **3** and press **SELECT**.

   The Parked Call List appears, as shown in Figure 82.

To retrieve a parked call:

1. Press the △ or ▽ navigation key to highlight a parked call from the list shown in Figure 82.
2. Press **SELECT, SPEAKER,** or **PHONE** to unpark the selected call and make it an Active Call.

Paging All Extensions

Once you have parked a call, you can page all other extensions in the system to request that someone retrieve the parked call.

To page all extensions:

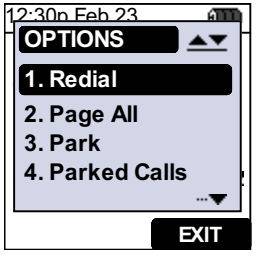


Figure 83. Held Options

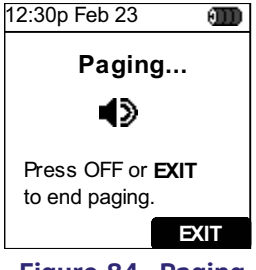


Figure 84. Paging

1. Begin the page:
   - From Held or Idle:
     a. Press **OPTIONS**. The screen shown in Figure 83 displays.
     b. Press **2** to begin the page. The screen shown in Figure 84 displays.

   OR

   - From the Parked Call list:

     Press **PAGE** to begin the page.

   The Handset originating the page emits a single short tone for half a second just before paging commences. An alert tone also sounds on all paged extensions.
2. Speak into the microphone.
3. Press **EXIT** or **OFF** to end paging.

CHAPTER 7

CALL TRANSFER

You can transfer an active or a held call. An unsupervised transfer occurs if you do not talk to the transfer recipient. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call. A supervised transfer occurs if you talk to the transfer recipient before completing the transfer. You can transfer a call to an internal extension or external number. For more detail refer to:

- *"Transfer to an Extension" on page 78*
- *"Transfer to an External Number" on page 79*

Transfer Rules

The following rules apply to transferring a call:

- Only one Transfer at a time is allowed per extension.
- The Transfer action can be canceled by pressing CANCEL. The call remains on hold.

Transfer to an Extension

To transfer an active or held call to an extension:

Figure 85. Transfer To

Figure 87. Transfer Confirm

1. Press **XFER**. The Handset displays the screen shown in Figure 85.
2. Press **EXT_#s** to display the Extension list, as shown in Figure 86.
3. Press the △ or ▽ navigation key to scroll through the Extension list entries.
4. Press **SELECT, SPEAKER,** or **PHONE** to select an Extension number as a transfer destination.

   The screen shown in Figure 87 displays.
5. Press **XFER** to complete the transfer.

Figure 86. Extension List

NOTE: You can press **XFER** before the extension picks up (unsupervised transfer), or after the extension picks up (supervised transfer).

Transfer to an External Number

To transfer an active or held call to an external number:

Figure 88. External Transfer

Figure 89. Pending Transfer

1. From either an active or held call, press **XFER**. An active call is placed on hold, and the Handset displays the screen shown in Figure 88.
2. To transfer a call to an external number, dial the number directly or access the external number through the Call Log, Redial list, Directory, or Quick Dial.
3. To dial the selected number as a transfer destination, press **SELECT, SPEAKER,** or **PHONE**.

   The screen shown in Figure 89 displays.
4. Press **XFER** to complete the transfer.

NOTE: You can press **XFER** before the extension picks up (unsupervised transfer), or after the extension picks up (supervised transfer).

CHAPTER 8

CONFERENCE

You can initiate a conference during an active call or when calls are held.

- *"Conference Setup" on page 81*
- *"Hold/Unhold a Conference Call" on page 82*
- *"End a Conference Call" on page 83*

Conferencing Rules

You can combine two calls, (active, held, or parked) to create a conference call. The following rules apply to conferencing:

- Only one Conference at a time is allowed per extension.
- To drop one of the calls press **DROP**.
- To hold the conference call and start a new call, press **PHONE** or **HOLD**.
- To hang up all calls, press **OFF**. If you have held calls, the Handset returns to Held Calls mode. If there are no held calls, the Handset returns to Idle mode.

Conference Setup

To set up a conference:

Figure 90. Start Conference

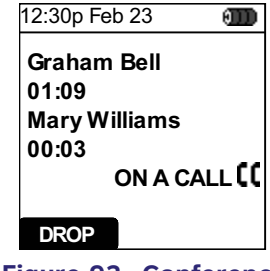


Figure 93. Conference Confirmed

1. Once you establish a call, press **CONF**. The Conference screen shown in Figure 90 displays.
   - The Handset automatically places the current call on hold and goes to Conference Setup mode. The Handset is ready to add the second call.
   - The name and Call-on-hold icon appear in the top line of the display.
2. Place the second call.
   - Dial a number using the dial pad, as shown in Figure 91.

     OR
   - Press **OPTIONS** to retrieve a parked or held call or to dial a number from the Redial or Call Log list.

     OR
   - Dial a number from the **EXT_#s** list.
3. Press **JOIN?** to complete the conference setup, as shown in Figure 92.

   The screen shown in Figure 93 displays.

Figure 91. Dial Second Call

Figure 92. Join Conference

Hold/Unhold a Conference Call

To put a conference call on hold:	
 Figure 94. Conference on Hold	Press **HOLD** or **PHONE** to place the conference on hold. The screen shown in Figure 94 displays. If you press **PHONE**, you hear a dial tone and are in the Dial mode. The first and second calls are placed on hold but are still able to communicate with each other.

To take a conference call off hold:	
 Figure 95. Conference on Hold	When the call is on hold, the screen shown in Figure 95 displays. Press UNHOLD to take the call off hold.

End a Conference Call

To end a conference call:

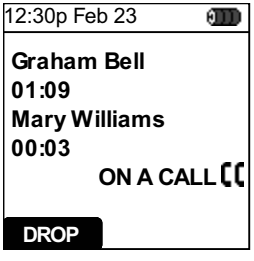


Figure 96. Current Conference

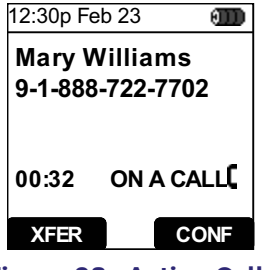


Figure 98. Active Call

You have the following options:

- To hang up all calls, press **OFF**.

  OR

- To drop one call, press **DROP** from the conference screen shown in Figure 96.

  Scroll through the list to the call you want to drop, as shown in Figure 97, using the △ or ▽ navigation key.

  To drop the highlighted call from the conference and hang it up, press **SELECT**. You return to an Active Call mode with the remaining call, as shown in Figure 98.

  Press **CANCEL** to return to the three-way conference as shown in Figure 96.

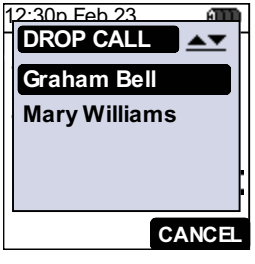


Figure 97. Drop Call

NOTE: If you have held calls, the system returns to Held Calls mode. If there are no held calls, the system returns to Idle mode.

CHAPTER 9

DESKSET INTERACTION

This section identifies similarities and operating interactions between the SB67030 Deskset and the AT&T SB67040 Cordless Accessory Handset.

- *"Answering a Call While Another Device is on a Call" on page 85*
- *"Held Calls" on page 85*
- *"Clocks and Status" on page 85*

Answering a Call While Another Device is on a Call

The Deskset, Cordless Handset, and Cordless Headset are all the same extension. If there is an active call, it must be placed on hold before other calls can be placed or answered. You must also switch control to the device you want to use.

Incoming Call

An Incoming Call appears on both devices. Both devices emit ring tones. If one device answers the call, the other device ceases to ring but receives visual notification of the call in progress and stays in a mode where Call Appearance notification is available This behavior allows an additional incoming call to appear on either device. If there is a subsequent incoming call, the device currently on an active call emits an abbreviated ring tone but the other device does not.

Held Calls

Both the Handset and Deskset display held calls. The Deskset shows held calls in the Call Appearance slots. The Handset displays the current held call with an option to cycle through the Call Deck (see *"Placing and Retrieving a Call on Hold" on page 70*) using the △ or ▽ navigation key. When there are held calls, either device can pick up a held call.

NOTE: The Handset goes into Power Save mode after a period of inactivity. When it is in Power save mode, the display is dark. The held call information is not visible until you or an incoming call wakes up the handset. You can wake up the handset by pressing any handset key.

Clocks and Status

The Handset and the Deskset show the current date and time, DND status, the same new calls and new message notifications. The clocks on each of the devices run independently. The system synchronizes the real time. Because the clocks are independent, there may be occasions when the time shown on each are slightly different. The system status, such as missed calls, new messages and clock status, is broadcast from the Deskset to the Cordless Handset as new events occur. This ensures the Handset status remains the same as the Deskset.

CHAPTER

10 TROUBLESHOOTING

This section provides information that can assist you in locating and correcting problems with your SB67040 Cordless Accessory Handset.

NOTE: For customer service or product information, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007**. In Canada dial **1 (888) 883-2474**.

In Case Of Difficulty

If you have difficulty operating your SB67040 Handset, try the following suggestions.

Symptom	Probable Cause	Corrective Action
Handset does not work at all (LCD is black).	No power to the device.	■ Confirm the battery is installed and charged correctly. ■ Place the Handset into the accessory Charger. Ensure the Charger is securely plugged into an outlet not controlled by a wall switch. ■ If the battery is completely depleted, it can take up to 10 minutes to charge the battery before the low battery icon displays on screen.
Handset registration is not working.	The Handset and Deskset are not communicating with each other.	■ Confirm you have placed the Handset in the Charger before you press the Register soft key on the Deskset. ■ If registration does not start, try lifting the Handset out of the Charger for a few seconds then placing it back. ■ The Deskset may have been recently upgraded or restored without saving the Cordless Handset registration settings. Deregister the Handset: on the Handset, press **OPTIONS** -> **Settings** -> **Deregister**. Then register the Handset to the Deskset: on the Deskset, press **MENU** -> **User Settings** -> **Cordless Settings** -> **Handset**.

Symptom	Probable Cause	Corrective Action
Extension number does not match Deskset.	The Handset has been registered to another Deskset.	■ Check the Deskset to see if a Handset has been registered. If so, deregister it: **MENU** -> **User Settings** -> **Cordless Settings** -> **Handset** -> **DeReg**. ■ Deregister your Handset (**OPTIONS** -> **Settings** -> **Deregister**). ■ Start the registration process again.
Cannot make external calls.	The Handset cannot communicate with Deskset.	■ First, check if the Deskset can make external calls. If the Deskset cannot make external calls, consult Deskset troubleshooting in the "AT&T SB67030 Deskset User's Guide". ■ Check that your Handset is registered to your Deskset (Press **OPTIONS** -> **Settings** -> **Product ID** and check that status reads **Registered: YES**. ■ You might be out of range of the Deskset. Try moving closer. If you see the Idle screen, then the Handset is successfully communicating with the Deskset.

Symptom	Probable Cause	Corrective Action
Handset does not receive incoming calls.	The incoming call notifications have been suppressed or are unable to reach the Handset.	■ Check if you can receive incoming calls on the Deskset. If the Deskset cannot receive incoming calls, consult Deskset troubleshooting in the "AT&T SB67030 Deskset User's Guide". ■ Confirm that your Handset is registered to a Deskset (Press **OPTIONS** -> **Settings** -> **Product ID** and check that status reads **Registered: YES**. ■ You might be out of range of the Deskset, try moving closer. ■ If the Handset does not ring on an incoming call, press ◂ **Volume** ▸ on the side of the Handset to increase ringer volume. ■ Incoming calls may be directed to a Ring Group that you are not part of. Your system administrator administers the Ring Groups.
Cannot locate Handset using Deskset.	The Handset battery is dead, out of range, or not registered.	■ If LocateHS does not appear on the Deskset, then the Handset is not registered. ■ If the Handset battery is dead or the Handset is out of range, the locator tone does not sound.

Symptom	Probable Cause	Corrective Action
Handset displays "Deskset in Use" when trying to make a new call.	When the Deskset is on a call, you must switch the Active Call to the Handset before making a new call.	■ Press **PHONE** on the Handset. The Handset asks if you wish to switch the current active call to the Handset. Press SWITCH on the Handset to take the call on the Handset. Continue the call, or end it to make a new call.
Handset continuously displays "Searching for Deskset..."	The Handset is out of range or not registered.	■ Check if the Deskset is powered and fully functional. If the Deskset is not on, the Handset will not work. ■ You may be out of range of the Deskset. Try moving closer. ■ The Deskset may have deregistered the Handset when undergoing upgrades or being reset. If so, then repeat the registration process. (See *"Handset Registration" on page 31*).
Cannot find a way to activate Call Forward or Do Not Disturb.	These functions can be enabled only on the Deskset.	■ To activate Call Forward All or Do Not Disturb (DND), press DND or CallFwd on the Deskset while in Idle mode.

Symptom	Probable Cause	Corrective Action
Poor audio quality. Speech is cutting out.	The Handset is almost out of range or is experiencing interference.	■ You may be close to being out of range. Try moving closer to the Deskset. ■ Other electronic products can cause interference with your Handset. Try installing the Deskset far away from devices such as TVs, microwaves, or other cordless devices, including other Handsets. ■ If the problem persists, check audio quality on the Deskset. If Deskset audio quality is poor, contact your system administrator.
Handset does not receive a global page.	This feature is not supported on the Handset.	■ The Handset can send a page but not receive one. The page is transmitted to all Desksets in the network.
Cannot create new Directory or Quick Dial entry.	This feature is not supported on the Handset.	■ Although you can access the Directory or Quick Dial on the Handset, creating, deleting, or editing entries can only be done on the Deskset or WEBUI.

Symptom	Probable Cause	Corrective Action
Caller ID isn't working.	Your organization does not subscribe to this service or you have DSL phone lines without filters installed.	■ Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your phone. ■ The caller must be calling from an area that supports caller ID. ■ Both you and your caller's telephone companies must use caller ID compatible equipment. ■ If you have DSL phone lines, make sure you have a DSL filter plugged in between each DSL line and the wall jack.
Calls dropped.	Restoring Deskset settings while that extension is in use causes all calls to be dropped.	■ Update software and restore Deskset settings only in Idle mode with no calls pending.

Your system contains sophisticated electronic parts, so it must be treated with care.

Avoid Rough Treatment

Handle the unit gently. Save the original packing materials to protect your equipment if you ever need to ship them.

Avoid Water

Your unit can be damaged if it gets wet. Do not use the equipment outdoors in the rain or handle it with wet hands. Do not install the equipment near a sink, bathtub, or shower.

Electrical Storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, exercise caution when using electrical appliances during storms.

Cleaning Your Unit

Your unit has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap solution. Do not use excess water or cleaning solvents of any kind.

IMPORTANT SAFETY INSTRUCTIONS

This symbol alerts you to important operating or servicing instructions in this document. Always follow basic safety precautions when using this product to reduce the risk of injury, fire or electric shock.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use aerosol or liquid cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
- Do not place this product on an unstable table, shelf, stand, or other unstable surfaces.
- This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the unit because it may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product but take it to an authorized service facility. Opening or removing parts of the unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.

Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:

- When the power supply cord or plug is damaged or frayed.
- If liquid has been spilled on the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally when following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- If the product has been dropped and the unit has been damaged.
- If the product exhibits a distinct change in performance.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table or cabinet outlet.

LIMITED WARRANTY

The AT&T brand is used under license. For customer service, repair, replacement, or warranty service and all questions about this product, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007.** In Canada, call **1 (888) 883-2474**.

1. What does this Limited Warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This Limited Warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the Limited Warranty period ("materially defective PRODUCT")?

During the Limited Warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the Limited Warranty period?

The Limited Warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this Limited Warranty, this Limited Warranty also applies to the repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you, or (b) the time remaining on the original one-year Limited Warranty, whichever is longer.

4. What is not covered by this Limited Warranty?

This Limited Warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories;
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on the next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair.

5. How do you get warranty service?

To obtain warranty service, contact the person who installed your system. If your installer is unavailable, visit our website at **www.telephones.att.com** or call **1 (888) 916-2007.** In Canada, call **1 (888) 883-2474**.

NOTE: Before calling for service, please review the user's guide. A check of the PRODUCT's controls and features may save you a service call. Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT to the service location.

The manufacturer will return any repaired or replaced PRODUCT under this Limited Warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this Limited Warranty, or proof of purchase does not meet the terms of this Limited Warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this Limited Warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

1. Return the entire original package and contents, including the PRODUCT, to the service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this Limited Warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use), are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability

to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

GLOSSARY

This glossary provides definitions that are specific to this business telephone system.

10/100 Ethernet Port: An Ethernet port that supports two different speeds of Ethernet on the same port. The two speeds supported are 10Base-T and 100Base-TX.s

10Base-T/100Base-TX: An Ethernet network operating at up to 100 megabits per second

active call: An established telephone call that is not on hold

analog: A continuously variable signal

analog phone: A non-system telephone that plugs directly into a normal telephone wall plug

Auto Attendant: A system that automatically answers incoming calls and provides instructions to callers

Auto-MDIX (Automatic Medium-Dependent Interface Crossover): A computer networking technology that automatically detects the required cable connection type (straight-through or crossover) and configures the connection appropriately

Available (☎): A screen icon that indicates that there is a Call Appearance key that is not busy with predialing, dialing, ringing, or an active or held call

Call Appearance: The five icons on the right side of the Deskset display and the keys and LEDs associated with those icons. The keys access active and held calls, and calls that are being dialed or predialed. The LEDs and icons indicate the state of each call or potential call.

Call Deck: When there is more than one active call on an optional Cordless Handset, each screen in the Call Deck represents and provides access to active and held calls, and calls that are being dialed or predialed. Display each screen by pressing the △ or ▽ navigation key in Idle mode.

Cat 5 wiring: A twisted pair data cable commonly used in offices for computer communication.

CFNA (Call Forward - No Answer): Automatically forward unanswered calls to Voicemail or an extension or external phone number

default: The original product settings

DHCP (Dynamic Host Configuration Protocol): A network protocol that automatically assigns computer IP addresses

dial pad: The **0** through **9**, *****, and **#** keys on the Deskset and Cordless Handset

direct dial: Allowing callers to directly dial users' Extension numbers after an Auto Attendant answers

Directory: A list of names and phone numbers

Display Names: The names that the System Administrator enters to identify each Extension number. The Auto Attendant uses these names to assist callers in forwarding calls.

DND ON (DND ON): An indicator in the top right corner of the Deskset display that illuminates when you turn on the Do Not Disturb feature

DNS (Domain Name System) name server: A server that stores the Domain Name System records, such as address, name server, and mail exchanger records, for a domain name and responds with answers to queries against its database

Do Not Disturb (DND): A feature that suppresses audible ringing and pages at the Deskset

DSL (Digital Subscriber Line): High-speed Internet service through your telephone line. Telephone lines with DSL service require DSL filters to separate the telephone and data signals.

DTMF (Dual-Tone Multi-Frequency): Telephone tones commonly known as "touch-tone"

dynamic IP address: An IP address that is automatically assigned by the DHCP server

Emergency Bypass Port: The fifth SB67010 PSTN Gateway port that can provide telephone operation during a power failure when used with an analog phone

Ethernet: A type of computer networking technology that connects devices via Local Area Networks (LANs)

Extension list: A list of names and extension numbers

Extension number: The three-digit number representing each individual Deskset

factory default: The original product settings

flash memory: Reprogrammable system storage used for storing software upgrades

FWD ON (FWD ON): An indicator in the top right corner of the Deskset display that appears when the Call Forward feature has been turned on. This feature causes calls to that Extension number to be automatically forwarded to another extension, phone number, or to Voicemail.

FXO (Foreign Exchange Office): The gateway telephone signaling interface between the PSTN telephone lines and the LAN

gateway: A network device equipped for interfacing with another network that uses different protocols

grounding: An electrical ground connection that minimizes interference, reduces the risk of equipment damage due to lightning, eliminates electrostatic buildup, and helps protect people who service the equipment

hard key: Any physical key on the Deskset, Handset or Gateway. Examples include **MENU** and **1** on the Deskset; **PHONE** and **1** on the Handset; and **SELECT** and **CANCEL** on the Gateway.

hard reset: An action that restores factory default settings

hub: A network hub or repeater hub is a device for connecting electronic devices, making them act as a single link

icon: A small picture in the display that presents status information

Idle: The mode of a device when it is not involved in call or call setup activity

interference: Electrical signals close by that cause degraded audio performance for cordless devices

IP address (Internet Protocol address): An individual numeric identification assigned to devices on your LAN

key beep: When enabled, pressing a key plays a tone

LAN (Local Area Network): A communications network that allows data devices to communicate with each other

LCD (Liquid Crystal Display): The screen that provides instructions and feedback

LED (Light Emitting Diode): A small light on a device that indicates status

link local address: A local address used for network address creation when no external source of network addressing information is available

link loss: Occurs when the connection between two RF devices fail, such as between the system Deskset and the optional Cordless Headset or Handset

live dial: Dialing after the phone is off hook

MAC address (Media Access Control address): A unique identifier assigned to most network adapters or network interface cards that is required for registering your devices

MDI/MDI-X: (Medium-Dependent Interface Crossover): A computer networking technology

mute: Stop sending your voice to the other party during a phone call

navigation link: A phrase on a computer screen that, when clicked, produces a different screen

NTP (Network Time Protocol): An Internet standard protocol that assures time synchronization in a computer network

octet: Octets are used in Internet Protocol computer network addresses. These consist of a series of four octets, usually shown in decimal and separated by dots.

off hook: Indicates that you have lifted the corded Handset, pressed **SPEAKER** or **HEADSET** to answer a call, or to prepare to place a call, or that you are on a phone call. You are off hook from the moment that you hear a dial tone to when you hang up a call.

on hook: Indicates that the corded Handset is in the Charger and that no Speakerphone, Handset, or Headset is active

opening menu: The Auto Attendant messages and actions that are available to callers before the callers take additional actions

operator: The extension that callers reach by dialing **0** (zero) when the Auto Attendant operator feature is enabled

overwrite: Replace existing information

P2P (Peer to Peer): A telecommunication system architecture in which some resources associated with a device are directly available to other similar system devices

page: Broadcasts your voice to all idle extensions that do not have Do Not Disturb turned on

page caching: Most web browsers store recently obtained website data on a local hard drive. The browser then only asks for data that has changed since the last download. Caching helps reduce the amount of traffic on the Internet.

park: A form of hold that allows held calls to be retrieved by any Deskset or Cordless Handset

Park list: The list of unretrieved parked calls

pass code: Another term for password

Personal list: A private list of names and phone numbers available to only a single extension (referred to as "Station Directory" on the WEBUI)

predial: Enter digits before going off hook to place a call

PSTN (Public Switched Telephone Network): The world's telephone network

Quick Dial: Provides two-touch dialing for frequently called phone numbers

reboot: Restart a device

Redial: Accesses the log of outgoing calls

RF (Radio Frequency): The communication channel for most Cordless Handsets and Headsets

router: An electronic device that connects two or more other electronic devices to each other, allowing them to communicate

scroll: Causes the screen display to move up, down, or across the screen

soft key: The four keys at the bottom of the Deskset LCD screen and the left and right keys below the Cordless Handset LCD screen. The labels on these soft keys change as different functions are needed.

soft reset: A partial restart that re-initializes the system devices

static IP address: An IP address that is manually assigned to a computer by a System Administrator. This type of addressing requires specific knowledge of the LAN.

station: Another term for extension

Subnet (Subnetwork): Typically a LAN served by one router

supervised transfer: Occurs when you communicate with the transfer recipient before completing a transferred call.

Station Directory: A private list of names and phone numbers available to only a single extension (referred to as "Personal list" on the Deskset)

switch: A network switch links electronic devices. The switch processes and routes data flexibly, allowing more data to be handled without error.

System Directory: (see System list)

System list: This list of names and phone numbers is created and maintained by the System Administrator. All system users can sort and view this list.

unhold: Removes a call from hold status

Uninterruptible Power Supply (UPS): A battery-powered emergency power supply device

unsupervised transfer: Occurs when you do not communicate with the transfer recipient when transferring calls. The transfer recipient does not have to pick up the phone and talk to you before receiving the transferred call.

URL (Uniform Resource Locator): An Internet address

VoIP (Voice over Internet Protocol): A transmission technology for delivery of voice communications over IP networks such as the Internet or other packet-switched networks. Other synonymous terms include IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.

WEBUI (Web User Interface): A means of interacting with a product using a computer interface. Connection to the World Wide Web is not necessary.